

## 10.1.5 User Functionality

### 10.1.5.1 General User Functionality

The NANPA shall assure that an authorized user is able to invoke, at a minimum, the following functionality to query the data contained in and submitted to the NAS:

- System email responses to Numbering Resources application requests shall clearly identify the Numbering Resource, response and type of response, and shall not contain generic "subject lines".
- User profiles shall include contact information, OCN(s) and parent company OCN(s) so that the user's contact information is automatically populated on application forms, and so that the user can select the appropriate OCN and parent company OCN information from drop down boxes on the application forms.
- NANPA shall explore the feasibility of providing a link to switching entity/POI information in BIRRDs or a daily LERG file so that a user can select the appropriate switching entity/POI information from a drop down box on the application form once an OCN has been selected.
- User profiles in NAS shall include SPID and various Point Code fields from the thousands-block Part 1B form so that the user can select the appropriate information for these fields from drop down boxes on the Part 1B form.
- User profiles shall allow users to specify additional contacts that will allow system responses to multiple users.
- Users shall be able to search for and retrieve data on a read-only basis, but shall have the ability to download query report data to Excel spreadsheets. Searches shall be capable of searching by specific Numbering Resource, Tracking Number, date range, and/or form type relevant to that Numbering Resource.
- Users shall be able to search for and retrieve forms on a read-only basis, but shall have the ability to download such forms to Word documents or Adobe PDF files. Searches shall be capable of searching by specific Numbering Resource, tracking number, date range, and/or form type relevant to that Numbering Resource.
- Users shall be able to obtain assistance from the Help Desk, track and resolve issues through NAS associated with the functions in this section.
- Users shall be able to search reports (e.g., forms) by particular user within the user's company (e.g., by name or email address)

### 10.1.5.2 CO Codes User Functionality

The NANPA shall assure that an authorized user is able to invoke, at a minimum, the following functionality to query the data contained in and submitted to the NAS:

- CO Code applications - Forms shall be available. Users shall be permitted to save partially completed applications, and withdraw pending applications, which will be accessible during future system log-ins. Users shall be able to view a list of available CO codes when completing a Part 1 application form and select a check box(es) next to a CO code(s) in the list to request that specific CO code(s).
- CO Code reservations - Users shall be able to reserve a CO Code pending regulatory approval of a "safety valve" request with the appropriate documentation.
- Previously filed CO Code application materials pertaining to the specific user - Users shall have the ability to modify a pending request provided the NANPA has not started processing the request.
- Supporting Documentation Upload - Users shall have the ability to upload supporting documentation for multiple applications and tracking numbers at a time.

#### 10.1.5.3 Thousands-Blocks User Functionality

The NANPA shall assure that an authorized user is able to invoke, at a minimum, the following functionality to query the data contained in and submitted to the NAS:

- Thousands-Block rate center inventory pool data - Users shall be able to query data by rate center only, NPA only, or both rate center and NPA. These data queries shall allow the user to specify assigned/retained thousands-blocks only, available thousands-blocks only, or both assigned/retained and available thousands-blocks.
- Thousands-block applications - Forms shall be available. Users shall be permitted to save partially completed applications, and withdraw pending applications, which will be accessible during future system log-ins. Users shall be able view a list of available thousands-blocks when completing a Part 1A application form and select a check box(es) next to a thousands-block(s) in the list to request that specific thousands-block(s)
- Thousands-block reservations - Users shall be able to reserve thousands-block(s) pending regulatory approval of "safety valve" requests, and withdraw pending applications.
- Previously filed thousands-block application materials pertaining to the specific user - Users shall have the ability to modify a pending request, provided the NANPA has not started processing the request.
- Pooling Status Indicator updates - Users shall be able to submit a request that the "Pooling Status Indicator" be updated when possible (e.g., a request to update the indicator from Excluded to Optional).
- Part 1B form - The SPID and Point Code fields on the Part 1B shall have a drop down box linked to the SPID and Point Code fields in a user's NAS profile.
- Block Disconnect/Donation requests - Users shall be able to submit a request for the NANPA to solicit thousands-blocks disconnects or donations from current code and block holders in the rate center.
- Pooling Forecast Upload - Users shall be able to upload into NAS a standardized form for semi-annual forecasts by rate center and NPA.
- Supporting Documentation Upload - Users shall have the ability to upload supporting documentation for multiple applications and tracking numbers at a time

#### 10.1.5.4 p-ANIs User Functionality

The NANPA shall assure that an authorized user is able to invoke, at a minimum, the following functionality to query the data contained in and submitted to the NAS:

- p-ANI applications - Forms shall be available. Provides users the ability to submit new p-ANI applications, modifications, return requests, and cancel return requests.
- p-ANI forecast - Provides the user the ability to submit a new forecast report or modify an existing forecast report.
- p-ANI Annual Report - Provides the user the ability to submit a new annual utilization report, and modify an existing annual utilization report.
- p-ANI Lookup - Provides the user the ability to look up p-ANI data as long as the State, NPA, NENA Company ID and OCN exist in the user's profile. The user may search by p-ANI (i.e., 10-digit number).
- View Forms - Provides the user the ability to view Part 1 and Part 3 forms as long as the State, NPA, NENA Company ID and OCN exist in the user's profile. The user may search by Tracking Number or p-ANI.
- List Forms - Provides the user the ability to display and download a list of Forms searching by the State, NPA, NENA Company ID, OCN, date range (from and to) and/or form types (i.e., Part 1, Part 3, or both).

- Supporting Documentation Upload – Users shall have the ability to upload supporting documentation for multiple applications and tracking numbers at a time.

#### **10.1.5.5 5XX-NXX User Functionality**

The NANPA shall assure that an authorized user is able to invoke, at a minimum, the following functionality to query the data contained in and submitted to the NAS:

- 5XX applications - Forms shall be available. Users shall have the ability to submit new 5XX applications, modifications, return requests and cancel return requests. Users shall have the ability to withdraw pending applications if they are not in the process of being worked and to save partially completed applications, which will be accessible during future system log-ins.
- 5XX applications - Multiple requests on one application. Users shall have the ability to request up to ten (10) 5XX-NXXs on an initial application, or up to 25 5XX-NXXs on an initial application with supporting documentation provided to the NANPA.
- 5XX-NXX Part C – Provides the user the ability to submit a Part C, to confirm that a resource is in service.
- Search and View Forms – Users shall have the ability to search for and view submitted forms by date range, by NPA(s), by OCN in the user's NAS security profile, and by form type.

#### **10.1.5.6 Other Resources User Functionality**

The NANPA shall assure that an authorized user is able to invoke, at a minimum, the following functionality to query the data contained in and submitted to the NAS:

- NPA Code Assignment Form - Provides the user the ability to request the assignment of a new NPA.
- CIC Application Form - Provides the user the ability to request a new CIC, CIC modification, CIC return request with a current or future date and cancel a CIC return request.
- CIC Part C Form - Provides the user the ability to submit a Part C, to confirm that a resource is in service.
- Search CIC Forms – Provides the user the ability to search for and view CIC forms by date range, form type, and by ACNAs associated with the user's NAS profile.
- 9YY-NXX Code Application Form - Provides the user the ability to request an assignment, return a 9YY NXX code and make an information change to an assignment.
- 9YY-NXX Part C Form - Provides the user the ability to submit a Part C, to confirm that a resource is in service.
- Search 9YY Forms – Provide the user the ability to search for and view 9YY forms by date range, form type and by OCN associated with the user's NAS profile.
- 800-855 Line Request Form - Provides the user the ability to request an initial or additional assignment and to make changes to an existing assignment.
- View Other Resource Forms - Provides the user the ability to view submitted forms by entering the NAS tracking number for CICs, NPAs, 5XX-NXXs and 9YY-NXXs, or the specific CIC, NPA, 5XX-NXX and 9YY-NXX.

#### **10.1.5.7 Documents User Functionality**

The NANPA shall assure that an NANP Notification System (NNS) is made available to provide individuals the opportunity to receive email notifications on a variety of NANP topics. The NANPA shall assure that an authorized user is able to invoke, at a minimum, the following functionality to search for, view and download notification documents contained in the NAS by any of the following criterion or a combination of any of the following criteria:

- Documents by state or all states

- Documents by NPA or all NPAs
- Search by date range
- Search by category or all categories, including but not limited to:
  - CO code administration notifications
  - Thousands-block administration notifications
  - p-ANI administration notifications
  - NRUF reporting notifications
  - Jeopardy notifications
  - NANPA Planning Letters
  - INC guidelines changes notifications
  - Other Geographic notifications
  - Other Non-Geographic notifications
  - NPA relief planning notifications
  - NANPA quarterly newsletters

### 10.36 System Capabilities

The NAS is designed for high reliability, possesses data integrity features, and allows for economical and efficient system expansion. The NAS shall:

- Capture all relevant applicant and user information
- Pre-populate relevant applicant and user information on applications from the user profile where possible (e.g., contact information, OCN name)
- When the Parent Company OCN is required on an application or NRUF submission, allow the user to select the appropriate Parent Company OCN in the user's profile via a drop-down menu on the application or NRUF report
- Facilitate the application and data filing process and the capture of required data in the database
- Provide for generation of user information notices
- Possess the ability to track status of all NANP resources
- Support ad hoc query capabilities as well as production of predefined reports
- Assist with NANP Administration document management
- Possess the ability to track the status of a user's Numbering Resource application or data filing, and the generation of reports regarding the tracking status of each application or data filing
- Maintain data integrity
- Offer a web interface and allow for automated data input for Numbering Resource applications and other data needed for the processing of applications
- Accommodate automated data output via FTP and Webhook to service providers or other applicants when transmitting data from an application response
- Be capable of generating an acknowledgement to the submitter within eight (8) seconds 95% of the time over any 12-month period when an application or other document or report has been submitted
- Support access to secure NAS data with a unique logon ID and password
- Support access to secure NAS data via API key
- Contain a web support design that simulates the design of the user profile, and the various application and reporting forms for each type of Numbering Resource contained in the INC industry guidelines; Such simulations should be easily modified so that form changes do not require change orders.
- Provide users with the ability to query and retrieve data on a read-only basis, but shall have the ability to download the query report data to Excel spreadsheets.

### **10.37 System Location**

NAS system/servers shall be in the cloud with a FedRAMP-compliant cloud service provider that has been assessed and authorized through the FedRAMP and FCC authorization processes, and has agency-approved Authority to Operate. The NAS servers shall be within the continental United States, but location within the continental United States is at the discretion of the contractor.

### **10.4 System Data**

NANP Numbering Resource data and information shall be stored in the NAS in accordance with the categories and formats that correspond to those currently used and/or as may be defined in the future by regulatory directives and INC industry guidelines.

#### **10.4.70 Data Integrity**

The NANPA shall ensure that all data stored is accurate and shall take commercially reasonable steps to confirm that data processed is accurate. Furthermore, the NANPA shall ensure that data/information shared publicly is factual in nature and findings and their underlying assumptions that are unexpected or significant are first reported to regulatory authorities and the NANC prior to public disclosure.

#### **10.4.71 Confidential Treatment**

All individual, user-specific data submitted to the NANPA, in any form, shall be treated as confidential. Any data that contains confidential or proprietary user information shall not be accessible by the public on the NANPA web site, or published by the NANPA. The NANPA shall only publish and distribute aggregated data.

#### **10.37.72 Automated Submittal**

The NANPA shall implement in NAS, at a minimum, the data interface protocols previously adopted and in use between service providers and the current NANPA and PA vendor(s). Except as noted, the NAS shall offer a web interface and/or allow for automated data input via EFT/FTP and RESTful API for Numbering Resource applications and data forecast and/or utilization reports, as well as support an e-mail attachment transfer capability and upload of supporting documentation into the NAS (as applicable). The EFT/FTP and RESTful API capabilities shall permit users to forward data in a predetermined format, per the forms from the relevant guidelines for the Numbering Resource being requested, which the NANPA shall then use to initiate processing within the NAS.

#### **10.37.73 Automated Data Output Capabilities**

The NANPA shall also accommodate automated data output via EFT/FTP and Webhook when transmitting responses and other industry forms/data or reports to users per the appropriate INC industry guidelines.

The NANPA shall ensure that the NAS is capable of performing and performs the following actions, at a minimum:

- Approved requests will generate a response (e.g., Part 3 for CO codes, thousands-blocks and p-ANIs, Part B for 5XX-NXXs and CICs) with all of the information pertaining to the specific request and type of request.
- Denied requests will generate a response with all of the information pertaining to the specific request listed and the reason for the denial in the remarks or comments field of the response (as appropriate).
- OCN names are current, as published in the LERG<sup>TM</sup> Routing Guide. This will ensure that any changes due to merger/acquisition are reflected in the NAS automatically. Service providers and assignees shall not have to notify the NANPA of such changes.

- All request information is viewable on the screen when the applicant is submitting a request (e.g., fields should allow for all characters to be viewed on the working screen).
- Applicants are given the option of requesting different effective dates on various thousands-blocks of a multiple thousands-block submission. This will help service providers when the Part 4s are due.
- Any system-generated emails associated with a Tracking Number sent to applicants for geographic resources shall clearly identify, as applicable, the rate center, state, specific NPA-NXX or NPA-NXX-X or p-ANI range, the type of response or request, and the Tracking Number in the subject line. The contents of the emails shall include sufficient information (e.g., OCN, effective date, switching ID/POI) so that recipients can determine disposition of the email without logging into the NAS.
- Any other emails (e.g., solicitation for a new block holder or code holder) sent to service providers shall clearly identify the rate center, state, specific NPA-NXX or NPA-NXX-X, the type of response or request in the subject line. The contents of the emails shall include sufficient information (e.g., OCN or SPID, quantity of recipient's ported TNs and overall quantity of ported TNs) so that recipients can determine disposition of the email without logging into the NAS.

## 10.4.5 System Reports

### 10.4.5.1 CO Code System Reports

At a minimum, the NAS shall be capable of producing the following CO Code reports with flexible search functionality for the user (e.g., independently by OCN, State, NPA, date, or any combination of these or other data elements) and shall be downloadable in Excel™ format:

- CO Code Utilized Report: This report is generated "real time" and provides an up-to-date list of central office codes assigned in a NPA. Details will include State, NPA, NXX, Use (Code state), OCN, Company Name, Rate Center, Switch, Initial/Growth (assignment type), Assigned Date, Effective Date
- CO Code Assignment Records Report: This report is generated and updated daily and provides a daily updated listing of assigned, available and unavailable central office codes by NPA.
- Submitted Part 1s Report: This report shows Part 1s that have been submitted for all OCNs listed in the user's profile. Report fields on the Part 1 Report are: Tracking number, NPA, NXX, Type of Request, (Initial, Growth, change, etc.) Submit Date, Requested Effective Date, OCN, Switch and Rate Center.
- Part 3 Report: This report shows Part 3s that have been generated by NANPA in response to Part 1 requests for all OCNs listed in the user's profile. The fields shown on "Part 3 Report" are: Tracking number, NPA, NXX, State, Type of Request, Disposition, Effective Date, OCN and Rate Center.
- Submitted Part 4s Report: This report shows Part 4s that have been submitted for all OCNs listed in the user's profile. The fields shown on the "Submitted Part 4s" Report are: Tracking number, NPA, NXX, State, Assigned Date, Effective Date, OCN, Switch and Rate Center.
- Assignments Needing Part 4 Report: This report shows all code assignments that have an outstanding Part 4 due for all OCNs listed in the user's profile. The fields shown on the "Assignments Needing Part 4" Report are: Tracking number, OCN, NPA, NXX, Part 4 Due Date and Effective Date.

### 10.4.5.2 Thousands-Block System Reports

At a minimum, the NAS shall be capable of producing the following reports with flexible search functionality for the user (i.e., independently by OCN, State, NPA or any combination of these data elements) and shall be downloadable in Excel™ format:

- **Forecast Report:** A list of all current forecasts on file in NAS for the next 18 months, based on the states, NPAs and OCNs included in the user's profile. Details will include the NPA, Rate Center, OCN, OCN Name and the associated forecast data for months 1-18 by month, as well as the LRN forecast data for months 1-18 by month.
- **Disconnect and Donation Report:** A historical record of disconnects and donations received in NAS. Details will include the State, NPA-NXX-X, Tracking Number, OCN, Company Name, Contaminated (Y or N), TNs (Contaminated), rate center, pooling status, Switch, Effective Date, Status (Approved, Suspended, Withdrawn, Denied, Accepted, Rejected, Available, Conditional Received) and Response Date. Users can search by customizable date range via a drop-down menu.
- **Part 1/1A Report:** A list of Part 1 (Pooled CO Code) and Part 1A (Thousands-blocks) requests submitted in NAS. Details will include the State, Tracking Number, Type of Request, OCN, Company Name, Parent Company OCN, Parent Company Name, Submission Date, Part 3 Issue Date, the Disposition (approved, denied, suspended or withdrawn), and the NPA-NXX-X. Users can search by a customizable date range via a drop-down menu.
- **Part 1B Report:** A list of Part 1Bs associated with requests submitted in NAS. Details will include the State, NPA-NXX-X, Tracking Number, Type of Request, OCN, SPID, CLASS (DPC and SSN), LIDB (DPC and SSN), CNAM (DPC and SSN), ISVM (DPC and SSN), WSMS (DPC and SSN), SOA Origination (Y or N), Info Only (Y or N), Allocated back to the Code Holder's Switch (Y or N), NPAC Activate Block Range (Y or N), Block Effective Date and the Reject Reason. Users can search by a customizable date range via a drop-down menu.
- **Part 3 Report:** A list of Part 3s created. Details will include the State, NPA-NXX-X, Tracking Number, Type of Request, OCN, Company Name, Parent Company OCN, Parent Company Name, Rate Center, Pooling Status of rate center, Switch, Part 3 Effective Date, Part 3 Status (approved, denied, suspended or withdrawn), and the Part 3 Response Date. Users can search by a customizable date range via a drop-down menu.
- **Part 4 Report:** A list of Part 4s submitted. Details will include the State, NPA-NXX-X, OCN, Type of Request, Rate Center, Assignment Date, Effective Date, In-Service Date, Part 4 Receipt Date, and Submitter's Name. Users can search by a customizable date range via a drop-down menu.
- **Assignments Needing Part 4 Report:** A list of thousands-block assignments that still require a thousands-block Part 4 and a list of CO code assignments for a Dedicated Customer that require a CO code Part 4. Details will include the State, the NPA-NXX-X, OCN, Type of Request, Rate Center, Assignment Date, Effective Date, Part 4 Due Date, and Pending Disconnect. Users can search by a customizable date range via a drop-down menu.
- **Total Numbering Resources Report:** A list and calculated total of the service provider's assigned and retained pooled thousands-blocks and assigned non-pooled codes for a given State, NPA, Rate Center and OCN.

#### 10.4.5.3 p-ANI System Reports

At a minimum, the NAS shall be capable of producing the following reports with flexible search functionality for the user (*i.e.*, independently by OCN, State, NPA, NENA company ID or any combination of these data elements) and shall be downloadable in Excel<sup>TM</sup> format:

- **Forecast Report** – a list of all current forecasts that are on file in NAS based on the states, NPAs, NENA IDs and OCNs included in the user's profile. Details will include State, NPA, NENA ID, OCN, and the reporting periods (*e.g.*, quantity needed in the next 0-6 months, the next 6-12 months and the next 12-18 months).
- **Annual Report** – a list of p-ANIs reported as assigned by the user for the current reporting cycle. Details will include NENA ID, OCN, State, NPA, NXX, Low Range, High Range, In Use indicator (Y or N) and Remarks.

- Missing Annual Report – a list of p-ANIs or p-ANI ranges that are assigned to the user but have not been reported during the current reporting cycle. Details will include NENA ID, OCN, State, NPA, NXX, Low Range, High Range.
- Part 1/Part 3 Report – a list of Part 1s and Part 3s created for the user based on the states, NPAs, NENA IDs and OCNs included in the user's profile. Details will include State, NPA, p-ANI range, Tracking Number, type of request, NENA ID, OCN, selective router CLLI, FCC PSAP ID, PSAP name, PSAP state, PSAP County/Municipality, Part 1 submission date, Part 3 response date, and Part 3 status (*i.e.*, approved, denied, suspended or withdrawn). Users can search by a customizable date range via a drop-down menu.
- Assigned p-ANI Report – a list of p-ANI or p-ANI range assignments for the user based on the states, NPAs, NENA IDs and OCNs included in the user's profile. Details will include the state, NPA, p-ANI range, FCC PSAP ID, PSAP name, PSAP state, PSAP county/municipality, NENA ID, OCN, selective router CLLI, assignment date, and 24X7 emergency company contact number.

#### 10.4.5.4 NRUF System Reports

At a minimum, the NAS shall be capable of producing the following NRUF reports with flexible search functionality for the user (*e.g.*, independently by OCN, State, NPA, date, or any combination of these or other data elements) and shall be downloadable in Excel<sup>TM</sup> format:

- Forecast Report: This report shows accepted geographic forecast records for the current NRUF cycle, sorted by NPA and rate center. Fields shown on the report are: NPA, OCN, Rate Center, State, Form Name, Forecast Year 1, Forecast Year 2, Forecast Year 3, Forecast Year 4, Forecast Year 5, Total NXX Count, Total Blocks Count.
- OCN Report for Forecasts: This report shows company and contact information for accepted NRUFs with geographic forecasts. Fields on the report are: Company Name, Parent Company Name, Address 1, Address 2, City, State, Zip, Contact Name, Phone, Fax, Email Address, Parent OCN, SP OCN, Service Type, Rural Officer 1, Rural Officer 2, SP FRN.
- Utilization Report: This report shows accepted geographic utilization records for the current NRUF cycle sorted by NPA, OCN, NXX and X. Fields on the report are: NPA, NXX, X, OCN, Rate Center, Form Name, Utilization, Assigned, Intermediate, Reserved, Aging, Admin, Available, Received, Donated to Pool, Notes/Assignee.
- OCN Report for Utilization: This report shows company and contact information for accepted NRUFs with geographic utilization data. Fields on the report are: Company Name, Parent Company Name, Address 1, Address 2, City, State, Zip, Contact Name, Phone, Fax, Email Address, Parent OCN, SP OCN, Service Type, Rural Officer 1, Rural Officer 2, SP FRN.
- Utilization Under 5%: This report shows utilization records where utilization is less than 5% which can be sorted by NPA, NXX and OCN. Fields on the report are: NPA, NXX, X, OCN, Rate Center, Form Name, Utilization, Assigned, Intermediate, Reserved, Aging, Admin, Available, Received, Donated to Pool.
- Utilization Missing Report: This report shows geographic central office codes (NXXs) and thousands-blocks (NPA-NXX-Xs) where the service provider did not report utilization on a code or thousands-block assigned to the service provider for the current cycle. Central office code and thousands-block assignment data used in creating the report is as of December 31 for the NRUF due February 1 and as of June 30 for the NRUF due August 1. Fields on this report are OCN, NPA-NXX, X, RPTD.
- Donation Discrepancy Report: This report shows specific thousands-blocks marked as "donated" on NRUF submissions but which are also shown as assigned in the Pooling Administrator assignment data to the same OCN that indicated the thousands-blocks were donated. Thousands-Block assignment data used in creating the report is as of December 31 for the NRUF due February 1 and as of June 30 for the NRUF due August 1. Fields on this report are NPA-NXX, X, OCN.



- **Non-Geographic Forecast Report:** This report shows accepted non-geographic forecast and utilization records for the current cycle. Fields shown on the report are: NPA, OCN, Rate Center, State, Form Name, Forecast Year 1, Forecast Year 2, Forecast Year 3, Forecast Year 4, Forecast Year 5, Total NXX Count, Total Blocks Count.
- **Non-Geographic Utilization Report:** This report shows company information for accepted NRUFs with non-geographic forecasts and utilization. Fields on the report are: NPA, NXX, X OCN, Rate Center, Form Name, Utilization, Assigned, Intermediate, Reserved, Aging, Admin, Available, Received, Donated to Pool, Notes/Assignee.
- **Non-Geographic OCN Report for Forecasts:** This report shows company information for accepted NRUFs with non-geographic forecasts and utilization. Fields on the report are: Company Name, Parent Company Name, Address 1, Address 2, City, State, Zip, Contact Name, Phone, Fax, Email Address, Parent OCN, SP OCN, Service Type, Rural Officer 1, Rural Officer 2, SP FRN.
- **Non-Geographic OCN Report for Utilization:** This report shows non-geographic 5XX-NXX codes where the service provider did not report utilization on a code assigned to the service provider for the current cycle. 5XX-NXX code assignment data used in creating the report is as of December 31 for the NRUF due February 1 and as of June 30 for the NRUF due August 1. Fields on the report are: Company Name, Parent Company Name, Address 1, Address 2, City, State, Zip, Contact Name, Phone, Fax, Email Address, Parent OCN, SP OCN, Service Type, Rural Officer 1, Rural Officer 2, SP FRN.
- **5XX NPA Utilization Missing Report:** This report shows non-geographic 5XX-NXX codes where the service provider did not report utilization on a code assigned to the service provider for the current cycle. 5XX-NXX code assignment data used in creating the report is as of December 31 for the NRUF due February 1 and as of June 30 for the NRUF due August 1. Fields on this report are: OCN, NPA-NXX, RPTD.

#### **10.4.5.5 5XX-NXX System Reports**

At a minimum, the NAS shall be capable of producing the following 5XX-NXX report with flexible search functionality for the user (*i.e.*, independently by OCN, State, NPA or any combination of these data elements) and shall be downloadable in Excel™ format:

- **5XX-NXX Assignments Needing Part C Report:** This report shows the 5XX-NXX assignments for which a Part C has not been submitted. Fields on this report are: Tracking Number, NPA, NXX, OCN, Assignment Date.

#### **10.37.6 Alternative Data Capabilities**

The NANPA shall also support e-fax and e-mail submissions of user documentation (*e.g.*, applications, forms, forecasts and other reports).

#### **10.38 System Maintenance**

The details of a proposed system maintenance schedule shall be provided in the NANPA's System Maintenance Plan. All scheduled maintenance activities shall occur during non-core business hours, shall require prior approval of the FCC, and shall not exceed a four (4)-hour period unless approved by the FCC.

#### **10.39 System Security**

The NANPA shall maintain and enforce system safety and physical security procedures in accordance with the *FCC Cyber Security Program* (Reference 23). The NANPA shall maintain confidential and proprietary information and institute any physical and safety procedures required. The details shall be provided in the NANPA's Security Plan.

Following contract award, the NANPA shall prepare a NANPA Security Plan following, as appropriate, the National Institute of Standards and Technology (NIST) *Guide for Developing Security Plans for Federal Information Systems* (Reference 28).

#### **10.40 System User Profile Application**

The NANPA shall develop and maintain a User Profile application process for the NAS to ensure that there is a mechanism to distinguish one system user from another. The NANPA shall maintain the capability to reach all service providers and assignees by maintaining automated and up-to-date lists of addresses corresponding to all contacts. The NANPA shall update the list of contacts quarterly. The contact list shall be automated and allow contact by U.S. Mail, e-mail, or telephone. The User Profile application shall contain at a minimum the contact information for each client, and any other relevant identifying features, such as service provider Operating Company Number (OCN), parent company OCN, and FCC Registration Number (FRN). The NANPA is not responsible for assigning the OCN, parent company OCN or FRN.

To promote the use of the RESTful API, the NANPA shall provide a process for service providers to request access to and obtain API keys via API key management.

##### **10.40.74 User Logon System**

The system shall be able to support access to the NAS data with a unique logon ID and password upon receipt and approval by the NANPA of a request form.

##### **10.40.75 Logon System Access**

Access is initiated upon receipt by the NANPA of a completed logon ID request form having the proper written approvals from the requesting organization.

##### **10.40.76 Logon System Approval**

After access approval, the NANPA shall assign the unique logon ID and password with the appropriate security level corresponding to the type of user requesting access.

##### **10.40.77 Logon System Security Level**

The user's security clearance sets the correct level of record access and system capabilities. For forms and reports requiring an applicant signature, a valid logon ID and password or API key shall be considered tantamount to an applicant signature.

##### **10.40.78 Logon System Password**

After the logon ID is initialized and entered into the system by the NANPA, the users shall be informed of the logon ID activation and password via email or other notification.

##### **10.40.79 Logon System Problems**

Users experiencing problems in obtaining a logon ID shall contact the NANPA for resolution. The NANPA shall resolve all logon ID problems within one business day.

##### **10.40.80 User Access Permission Classes**

The NANPA is responsible for assigning new users the appropriate security permission class for using NAS. The NANPA shall exercise appropriate control over access to all records, and shall ensure that users are only allowed access to the data appropriate to their permission. A system that establishes various classes of user access shall be developed by the NANPA.

The NAS shall provide the ability for a user for a particular company or OCN to query and download a report of all active users associated with the user's own company or OCN (e.g., a user with Company A / OCN XXXX can query and download a list of all active users associated with Company A / OCN XXXX), without having to request such information from NANPA personnel.

#### **10.40.81 Password Changes/API Key Changes**

All user passwords shall be changed every 180 days. If an individual ends employment with the user, the NANPA should be immediately notified. Upon such notification, NANPA shall immediately assign a new password or disable the logon ID, as directed by the user's company. API key management shall enable service providers to create new or revoke API keys as needed.

#### **10.40.82 Unauthorized Client User System Access**

In the event the NANPA becomes aware of an unauthorized access to the NAS or user data, the NANPA shall immediately:

- Notify the FCC and the applicable user(s) by email.
- Report to the NANC that a breach has occurred and that the affected party has been notified.
- Investigate the unauthorized access
- Provide the FCC and affected users (subject to reasonable access, security, and confidentiality requirements) and their respective designees with reasonable access to all resources and information in the NANPA's possession as may be necessary to investigate the unauthorized access.

The FCC or its designee shall have the right to conduct and control any investigation relating to the unauthorized access as it determines is appropriate.

Complete information describing the security mechanisms used to prevent unauthorized access to its computers and telecommunications equipment, including internal policies, procedures, training, hardware and software, etc., will be furnished in the NANPA's Security Plan.

#### **10.41 System Inspection**

Subject to the NANPA's reasonable access, security, and confidentiality requirements, a NANP member country or a designee, upon notice to the NANPA, shall have the right to inquire about the safety/security functions of NAS in the cloud application. The FCC, with or without notice to the NANPA, shall have the right to make visits to the NANPA to review safety/security requirements.

If any of the safety and physical security procedures as stated in the selected offeror's proposal are not implemented and maintained throughout its Term of Administration, or any safety and physical security procedures related to the NAS do not comply with those specified, the NANPA shall be deemed noncompliant. The NANPA shall implement corrective measures of noncompliance within ten (10) calendar days of notice of noncompliance. Failure to correct such noncompliance within ten (10) calendar days shall subject the contractor to termination of the contract for default.

The NANPA shall: (1) implement corrective measures, and (2) give notice of such implementation to the FCC. The FCC may make one (1) or more follow-up visits, as necessary, to confirm the deficiency has been rectified. The FCC's rights under this paragraph shall not in any way limit the FCC's to visit the NANPA for reasons other than a safety/security visit.

System inspections may include, without limitation, the system or system components located at: NANPA or subcontractor facilities; telecommuting employees of the NANPA or subcontractor(s); NANPA or

subcontractor maintenance organizations; or employees of the NANPA or subcontractor(s) on traveling status with access to the NAS.

#### **10.42 System Report Administration and Distribution**

The NAS shall be capable of generating and distributing reports upon request, to all requesting users who are entitled to receive reports. The full set of reports shall be described in the NANPA's Management Reporting Plan. All reports, except individual, user-specific data, shall be available and accessible electronically on the NANPA web site. All individual, user-specific data submitted to the NANPA, in any form, shall be treated as confidential. Any data that contains proprietary user information shall not be accessible by the public on the NANPA web site or published by the NANPA. The NANPA shall only publish and distribute aggregated data.

The NAS shall validate the accuracy of report contents prior to any distribution. Reports generated by the NAS shall be capable of being distributed and updated automatically. The report distribution system shall support an email distribution list for sign up for automatic updated report notification.

The NANPA shall distribute via the NANPA web site all summaries and comprehensive reports made known to the NANPA or produced by the NANPA or its affiliate subcontractor(s) performing NANPA duties in part or whole. Reports shall be distributed by paper (including via U.S. Mail) and facsimile when requested. Such reports shall be downloadable in a machine-readable form using standard word processing and spreadsheet programs, as appropriate.

#### **10.43 Help Desk**

The NANPA shall maintain a Help Desk that is accessible during the NANPA's regularly scheduled business hours. Among other functions, the Help Desk shall be available to assist users with the input and the interpretation of system-generated reports. The NANPA Help Desk shall:

- Provide and maintain a toll free phone number to assist with interpretation of any system problem or inquiries related to Numbering Resources.
- Open trouble tickets as needed (see section 10.10.4).
- Assist customers with filling out applications, and accessing reports or other authorized FCC or industry information.
- Answer Numbering Resource specific questions from service providers, applicants and other entities as needed, and provide information on where and how to obtain more information about the resource on NANPA web site or in INC industry guidelines.

##### **10.43.83 Contact**

The toll-free telephone number for the Help Desk shall be posted on the NANPA web site along with other relevant contact information to help users. The NANPA shall provide mechanisms (e.g., web, voicemail, e-mail, and facsimile) to be accessible on a 24-hour basis.

With e-mail, the NANPA shall have the capability of transmitting and receiving e-mail messages with and without attached files. The NANPA shall provide "firewall" protective screening of all incoming e-mail messages and attachments based on a security profile established by the NANPA and approved by the FCC. Additionally, the NANPA shall provide virus protection software on all devices that receive e-mail. The NANPA shall maintain the most recently updated version of virus software as defined by the software provider. With facsimile, the NANPA shall provide the capability of transmitting and receiving ITU G.3 and G.4 facsimiles.

#### **10.43.84 Help Desk Referrals**

Response to user inquiries for assistance shall include, where appropriate, referral to a NANPA Subject Matter Expert.

#### **10.43.85 Help Desk Actions**

Any frequently asked questions (FAQs) and their answers shall be added to the FAQ page on the web site on at least a monthly basis. Responses shall be provided within one business day of the request being sent to the NANPA.

#### **10.10.4 Help Desk Trouble Ticket Tracking and Reporting**

The NANPA Help Desk shall track and resolve trouble tickets. The NANPA Help Desk shall:

- Open a trouble ticket for each reported problem with NAS, the web site, facsimile, voice mail or e-mail.
- Receive and transmit trouble tickets concerning communications problems with other vendors.
- Require that each trouble ticket be time stamped with minute accuracy and stored for recall for two (2) years.
- Use the time stamped on the trouble ticket as the time for the start of the out-of-service period when an out-of-service condition exists; when the out-of-service condition has been cleared and the originator of the trouble ticket notified, use the time stamped on the last update of the trouble ticket shall be used as the end of the out-of-service period.
- Notify the originator of the trouble ticket of the disposition of the problem once the trouble ticket is closed.
- Summarize the quantity and type of trouble tickets opened and closed during the year in the Annual Report.
- Report other problems that, while not related to NAS, the web site, voice mail or email, are likely to be visible and impact multiple users.

#### **10.44 System Generated Notifications and Customized Notifications**

The NAS shall support an email distribution list that both registered and non-registered NAS users can apply to and receive system generated notifications. Such email distribution list may be used to send a general notice to all users, both registered and non-registered.

The NAS shall allow users to customize notices by geographical location (e.g., NPA relief planning by NPA or state) and/or resource type that allows users to select categories of notices they want to receive.

The NANPA shall provide customized notification support in the following areas:

- Instructions for users to subscribe to lists on [www.nationalnanpa.com](http://www.nationalnanpa.com)
- Topic and geography specific notifications
- Numbering Resource specific notifications (e.g., a user is only interested in p-ANI related notices)
- NPA relief planning, guideline changes, regulatory directives, NANPA process changes
- NPA exhaust notification and relief planning
- General broadcast of system availability or maintenance
- User education opportunities
- New items on the web site
- New personnel announcements
- International activities impacting the NANP
- Data related to the status of resources associated with state conservation deliberation

#### **10.45 System Testing and Results**

Prior to any new system turn up or any new system functionality and feature implementation turn up, the NANPA shall provide and maintain a test bed for testing of the NAS in anticipation of the system acceptance test, as well as future system changes, and shall provide a System Test Plan to the FCC for the initial acceptance test of the NAS. This plan shall contain the selection criteria for users to participate in system testing and the timeline and specific NAS elements to be tested. The System Test Plan shall follow the format, where applicable, of *ISO/IEC/IEEE International Standard - Software and systems engineering — Software testing — Part 3: Test documentation* (Reference 24).

The NAS shall be subject to any system test deemed appropriate by the FCC to ensure the efficacy of the guidelines, any standards that are referenced or cited in any of the documents in Section 16 of this document or any standards that are offered in contractor's proposal (e.g., the Internet Engineering Task Force (IETF) interface standards for Internet Protocol (IP), or numbering plan standards, like ITU-T Recommendation E.164).

The testing will ensure the efficacy of the uniform numbering resource guidelines, interfaces and standards. The NANPA shall develop and implement a System Acceptance Plan following the format, where applicable, of *ISO/IEC/IEEE International Standard - Software and engineering — Software testing — Part 3: Test documentation* (Reference 24).

Upon completion of the NAS acceptance test, the NANPA shall inform the FCC of the results and shall publish the results of said test. These results shall be readily available to all interested parties. Final approval of the NAS shall be dependent on successful execution of the System Acceptance Plan, which shall include a System Test Plan. The System Acceptance Plan shall be submitted to the Government within 30 days of contract award and shall be successfully completed within 90 calendar days of the contract award.

#### **10.46 System Disaster Recovery and Costs**

A disaster recovery process shall be developed to restore the NAS within two (2) business days. The NANPA shall develop and implement a detailed Disaster/Continuity of Operations Plan, following the format, where applicable, of *NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs* (Reference 25) 60 days following contract award. In the event of a disaster, the NANPA shall cover all costs associated with rebuilding or recovering the applications systems, records, and related information that existed prior to the disaster.

#### **10.47 System Backup**

The NANPA shall initiate and maintain a backup process that ensures that the data contained in the NAS can be restored as needed. NAS backup information shall be generated, at least daily. The NANPA shall keep a full backup of the web, application, and database servers using an FCC-approved web services provider, where the data will be retained and accessible if necessary.

#### **10.48 System and Equipment Inventory**

Inventory data on personal computer equipment shall be reported as part of the NANPA's annual reporting requirements, as well as any upgrades or replacements, including the license numbers of any Commercial Off-the-Shelf (COTS) software.

#### **10.49 System Documentation Plan**

The NANPA shall, within 90 calendar days of the contract award, according to the System Documentation Plan, provide the FCC-designated COR, for approval, with copies of the:

- System Design documentation describing in sufficient detail to guide normal operations, the system's structure, modules, and interactions
- System Operations documentation describing how to load, operate, and maintain the system, including system and application software upgrades, application modifications and host ports
- System User documentation describing the system and its features from the end user perspective

This documentation should be consistent with *IEEE Standard for Information Technology – Systems Design -- Software Design Descriptions* (Reference 30), *ISO/IEC/IEEE Standard for Systems and Software Engineering - Software Life Cycle Processes* (Reference 31), and *ISO/IEC/IEEE Systems and software engineering -- Requirements for acquirers and suppliers of user documentation* (Reference 27), respectively.

Within 90 days of contract award, the NANPA shall ensure that the NAS will be compliant with the System Implementation Plan and System Documentation Plan, industry guidelines and NANPA duties enumerated herein, and other industry/regulatory documents.

#### **10.50 NANP Administration System (NAS) Transfer to Successor**

The NANPA shall transfer to the FCC or a successor, in the case of termination, or at the expiration of the Term of Administration, all intellectual and physical property, accounts and web sites developed with funding from this contract and used in conjunction with the NAS.<sup>25</sup> This means that everything transfers, including all items attached to the NAS. Any other intellectual or physical property or contracts associated with the NANPA day-to-day operations shall transfer. This shall include but not be limited to:

- NAS and all its accounts and supporting documentation
- Cloud-based applications and other software
- Interface specifications and supporting documents
- All property associated with NAS
- All Numbering Resource records, both current and historical
- Also see the NAS Transition Plan

The NANPA shall provide to the FCC a detailed NAS Transition Plan that provides for an efficient and orderly transition, which includes a list of items that are subject to transfer at the end of its term. This Transition Plan shall follow the format, as applicable, of *Software Transition Plan (STrP)* (Reference 26). The NANPA shall file the Transition Plan with the Contracting Officer once its NAS has been accepted. Thereafter, the NANPA shall update the Transition Plan annually, and provide it to the FCC.

##### **10.50.86 Transfer Efficacy**

Transfer of property shall be performed in such a manner as to ensure an efficient and orderly transition of the NAS, cloud-based applications and any associated property to a successor's environment in a fully operational state without service interruption to any client.

##### **10.50.87 System Software Source Code Escrow**

The FCC shall be the custodian of a copy of the NAS source code and any other code necessary to make the software and system executable, including any documentation. The NANPA shall provide the FCC with copies of all documentation specified in the System Documentation Plan.

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<sup>25</sup> See also 47 CFR §52.13

#### **10.50.88 Property Inventory and Transfer**

Any property related to NAS shall transfer with lien-free title to the FCC or the FCC's designee, without charge. Inventory data (models, serial numbers and descriptions) on any property shall be reported as part of the NANPA's annual reporting requirements, as well as any upgrades or replacements, including the license numbers of any commercial item software.

#### **10.50.4 Technical Support**

After the period provided in the services continuity clause (*Federal Acquisition Regulation (FAR) Section 52.237-3*) (Reference 46), if requested, the NANPA shall provide up to 45 business days (over a six (6)-month period) of technical support to ensure a smooth transition of the system.

#### **10.51 Tools**

The NAS shall maintain the applications and tools necessary for users to access and use the system to perform the applicable tasks and functions.

#### **10.51.89 Exhaust Forecasting**

Exhaust forecasting currently uses the NRUF tool. Other tools and data may be needed and used to successfully forecast NPA and NANP exhaust. The NAS shall validate data submissions for users, process them, and then the NANPA will prepare and present an accurate NPA and NANP exhaust forecast report.

The NPA and NANP exhaust report shall be published semi-annually and as warranted when information materially affecting the life of an NPA and/or the NANP becomes known to the NANPA. The NANPA shall maintain NRUF interface specifications and post them to the NANPA web site.

The NANPA and/or the NAS shall be able to:

- Produce timely forecasts that are reasonably accurate, currently at least 36 months in advance of exhaust as indicated in INC guidelines
- Retain the models used, the forecast and actual exhaust date for each NPA, and a comparison showing the accuracy of each model and forecast over the past five (5) years
- Produce the NPA Exhaust Report when new data materially affecting NPA exhaust becomes available (e.g., within 30 days of NRUF deadline)
- Post all forms and job aids related to NPA Exhaust Forecasting and NANP Exhaust Forecasting for users on the NANPA web site
- Prepare and present the monthly NPA relief tracking report to NANC during the NANPA's NANC report
- Maintain historical NRUF data by individual service provider so that it shall be available to the service provider for the previous five (5) years. Additionally, provide each service provider access to its NRUF data for the current submission cycle within the system
- Post exhaust forecasts and actual exhaust dates (without rationing) on the NANPA web site
- Maintain the forecasting system so that it shall be capable of accessing the five (5) prior years of NRUF data forecasts and the corresponding actual consumption by service provider and rate area

#### **10.51.2 Application Processing**

The NAS and tools shall provide real time access to resource usage and status data. The NAS shall support standard electronic filing capabilities (e.g., FTP and RESTful API), as well as on-line application processing capabilities.



### 10.51.3 CO Codes

CO code application submission shall be available on-line via NAS, by FTP, RESTful API, or via e-mail, if necessary. The NAS shall process applications by performing application data validation, resource eligibility verification, and receipt of request and acceptance/rejection notification to service providers.

The NANPA and/or NAS shall:

- Provide applicants with the ability to complete administrative forms online and upload supporting documentation to NAS to avoid the need to send faxes and/or e-mail attachments. Web based tools shall be provided for use in performing code activities, such as Code applications (Part 1), In Service confirmations (Part 4), submission of MTE information, and submission of NRUF reports.
- Provide service providers with a web-based application that confirms CO code application data field input accuracy and consistency using drop down menus for all appropriate fields (e.g., OCN, FRN, rate center, homing tandem, switch COMMON LANGUAGE® Location Identification (CLLI™) Code).
- Display on its web site the status of each NXX as: (1) assigned, (2) available for assignment, to include codes in the pooling set-aside status, (3) unavailable for assignment (e.g., N11 codes) and (4) pending disconnect.
- Provide accurate assignments, avoid rating and/or routing conflicts, and conform to established dialing plans.
- Support mass modification submissions, consistent with INC industry guidelines

### 10.51.4 Thousands-Blocks

Thousands-block application submission shall be available on-line via NAS, by FTP, RESTful API, or via e-mail, if necessary. The NAS shall process applications by performing application data validation, resource eligibility verification, and receipt of request and acceptance/rejection notification to service providers.

The NANPA and/or NAS shall:

- Provide applicants with the ability to complete administrative forms online and upload supporting documentation to NAS to avoid the need to send faxes and/or e-mail attachments. Web based tools shall be provided for use in performing thousands-block activities, such as thousands-block applications and supporting NPAC information, In Service confirmations, submission of MTE information and submission of thousands-block forecasts.
- Provide service providers with a web-based application that confirms thousands-block application data field input accuracy and consistency using drop down menus for all appropriate fields (e.g., OCN, FRN, rate center, switch COMMON LANGUAGE® Location Identification (CLLI™) Code).
- Contain and display on its web site all thousands-blocks contained in each industry inventory pool, including thousands-block assignment and contamination status, to whom thousands-blocks are allocated (assigned or retained), date assigned, block effective date
- Contain and display on its web site all rate centers per NPA and their pooling status
- Contain and display on its web site all available thousands-blocks, their contamination status and quantity of contaminating TNs, and block available date
- Provide accurate assignments
- Support mass modification submissions, consistent with INC industry guidelines

### **10.51.5 p-ANIs**

p-ANI application submission shall be available on-line via NAS, by FTP, RESTful API, or via e-mail, if necessary. The NAS shall process applications by performing application data validation, resource eligibility verification, and receipt of request and acceptance/rejection notification to p-ANI applicants.

The NANPA and/or NAS shall:

- Provide applicants with the ability to complete administrative forms online and upload supporting documentation to NAS to avoid the need to send faxes and/or e-mail attachments. Web based tools shall be provided for use in performing p-ANI activities, including p-ANI applications, forecast reports and annual report submissions.
- Provide p-ANI applicants with a web-based application that confirms p-ANI application data field input accuracy and consistency using drop down menus for all appropriate fields (e.g., OCN, NENA ID, PSAP ID).
- Contain all p-ANIs in each NPA inventory pool, the assignment status of each p-ANI, to whom a p-ANI is allocated, all NPAs per state
- Provide accurate assignments, but also a process for resolving dual assignments if necessary, consistent with the *p-ANI Administration Guidelines* (Reference 34).

### **10.51.6 NPA Exhaust Relief Planning**

The NAS shall broadly distribute all meeting notices and Initial Planning Documents (IPD) via an electronic distribution system, providing sufficient advance notice of forecasted exhaust and corresponding anticipated relief meetings.

The NANPA shall facilitate and assist regulators in understanding and approving the final industry recommendation for relief, and advise the industry, the NANC, and the FCC on its progress and the status of the approval of the NPA Relief Plan.

### **10.51.7 Federal and State Directives/Orders**

The NANPA and/or a system application shall be capable of responding to a request by a regulator for assistance and/or advice on a Numbering Resource issue that may affect existing processes and procedures used today by users in managing NANP resources. Upon completion, the analysis shall be posted on the NANPA web page when information becomes releasable so that interested parties can understand the impact of the selected issue resolution.

The NANPA and the system's applications shall be capable of:

- Documenting the impact upon users in terms of: (1) the resource assignment/change/disconnect application process, (2) the application approval criteria, (3) all application forms, and (4) reports given to NANPA and reports generated by NANPA for users
- Documenting the impact upon: (1) forecast analysis, (2) the timeliness of NPA Relief, (3) the need for rationing, and (4) the availability of Numbering Resources

### **10.51.8 Federal and State Code Conservation Data**

The NAS applications shall provide prompt data updates no later than the next business day after the information has been received. The NANPA web site shall be updated in the same timeframe. The system shall produce timely and accurate documents displaying data and statistics for all Numbering Resources for viewing by designated users per confidentiality requirements and data access arrangements specified by appropriate NANP member regulatory authorities. Users shall be able to check the status of resources in real-time and "look-up" specific conditions and administrative practices required by local jurisdictions, including dialing and geographic characteristics impacting the assignment and use of

Numbering Resources. The NANPA shall prepare summaries that describe local conditions and geographic characteristics that vary from national guidelines. The system shall also maintain existing NANP administrative duties, and user application processes. The system's application shall be capable of assembling this information so that it is readily available for user access.

#### **10.51.9 CIC Access and Usage Report Processing**

CIC assignees (including billing & collection clearinghouses and switchless resellers) shall provide a usage report electronically to the NANPA per the *Carrier Identification Code (CIC) Assignment Guidelines* (Reference 15). Similarly, access providers shall provide an access/usage report electronically to the NANPA per the *Carrier Identification Code (CIC) Assignment Guidelines* (Reference 15).

The semi-annual CIC usage and access/usage report submissions shall be accepted on-line via NAS, email, FTP, and RESTful API per guideline requirements no later than January 31 for the period ending December 31, and no later than July 31 for the period ending June 30. The reports that are not submitted on-line shall be submitted and accepted by the NANPA in a standardized electronic form (e.g., Microsoft® Word or Excel™).

With respect to CICs subject to reclamation as a result of the NANPA's usages analysis, the NANPA shall first contact the assignee to verify that the CIC should be reclaimed. The NANPA shall, in accordance with INC guidelines, notify the INC of CICs subject to reclamation where the CIC assignee cannot be found, and shall simultaneously post this information to the NANPA web site.

The CIC assignee interface specifications, programs, and processing used by the NANPA when determining reclamation, recording, and storing the status of CIC codes shall be posted on the NANPA web site.

#### **10.51.10 Contact Information**

The NAS applications shall record any contact information provided by Numbering Resource or subject category. The record shall contain the name, address, telephone number, company name, title and area of responsibility (e.g., code administrator, regulatory liaison for a state or the FCC), and the date the record was verified, entered or updated. The NAS and its applications shall be capable of report generation using any of the entered fields for users and the NANPA. Such requests shall be accessible through NAS via the NANPA web site. Users shall use the data to facilitate contact and correspondence among the NANPA, users, the NANC, and industry and standards bodies.

#### **10.52 Web Site**

The NANPA shall provide and maintain an Internet web site. At a minimum, the NANPA web site shall encompass all existing functionality and information of the current NANPA web site ([www.nationalnanpa.com](http://www.nationalnanpa.com)), the current Pooling Administration web site ([www.nationalpooling.com](http://www.nationalpooling.com)) and the Routing Numbering Administration web site ([www.nationalpani.com](http://www.nationalpani.com)).

#### **10.52.90 Web Site Content**

The NANPA web site shall contain nonproprietary data on all NANP resources administered by the NANPA. It shall also contain links to the industry guidelines, industry committees and relevant regulatory agencies, and other information to assist users in obtaining NANP Numbering Resources and the public with understanding NANP resources. At minimum, the NANPA web site shall contain the following content:

Category	Content
1. NANPA Information	<ul style="list-style-type: none"> <li>• NANPA general information</li> <li>• All relevant staff contact names, updated as necessary</li> <li>• Telephone numbers</li> <li>• Facsimile numbers</li> <li>• E-mail addresses</li> </ul>
2. NPA Information	<ul style="list-style-type: none"> <li>• Assigned, reserved for possible geographic relief (Specific areas not indicated)</li> <li>• Other non-available NPA codes</li> <li>• NPAs assigned by state or region</li> <li>• Locations served by NPA</li> <li>• Dialing plans per NPA</li> <li>• Area Code Query, to include a hyperlink to the Planning Letter(s)</li> <li>• Relief plan, planning and implementation meetings, and implementation status</li> </ul>
3. NPA-NXX Code Information	<ul style="list-style-type: none"> <li>• NPA-NXX assigned, the carrier and OCN to which the NXX is assigned, assigned date, effective date, pooled code status, initial or growth code, and in service indicator (Y or N)</li> <li>• Unavailable NXXs</li> <li>• List and summary of assigned and available NXXs per NPA</li> <li>• During NPA relief activities: current data reflecting relief activity (e.g., NXX code assignments in each NPA, key dates, etc.)</li> </ul>
4. Thousands-Blocks Information	<ul style="list-style-type: none"> <li>• Block Report (Available, Assigned, Retained)</li> <li>• Block Report by Region</li> <li>• NPA / Rate Center Report (queried by NPA and state, that lists each relevant rate center abbreviation and full name, the LATA, the FCC Top 100 MSA name and the Pooling Status for the rate center).</li> <li>• NPA/Rate Center Report for All States</li> <li>• Pool Tracking Reports</li> <li>• Rate Center Changes</li> <li>• Public PSTN Activation Report</li> <li>• First and Supplemental Implementation Meeting (FIM/SIM) documents by state and NPA</li> </ul>
5. p-ANI Information	<ul style="list-style-type: none"> <li>• p-ANI Tips</li> <li>• Service Provider/Applicant Checklist</li> <li>• Glossary</li> <li>• Forecast Excel template and instructions</li> <li>• Mass Request, Modification and Return templates and instructions</li> <li>• PSAP and 9-11 Systems Service Provider User Guide</li> <li>• Governmental/Regulatory Agency User Guide</li> </ul>

Category	Content
	<ul style="list-style-type: none"> <li>P-ANI Activity and Projected Exhaust Report</li> </ul>
6. 900-NXX Information	List of assigned 900-NXX codes and the carrier and OCN to which the NXX is assigned
7. Non-Geographic 5XX-NXX Information	List of assigned 5XX-NXX codes, assignment date, and the carrier and OCN to which the NXX is assigned
8. CIC Information	List of assigned CICs, with the entity name, ACNA and contact information to which the CIC is assigned and date assigned
9. Vertical Service Code Information	List of assigned VSCs and their respective purpose
10. ANI II Digits Information	List of assigned ANI II digits and the stated purpose of the code
11. 555 NXX Line Numbers	Access to the <i>555 NXX Line Number Reference Document</i> (Reference 13) and/or any future assignment/use of this resource as defined by the FCC and/or INC.
12. N11 Service Code Information	List of all N11 Service Codes and a description of the service to which the N11 code is assigned or generally used
13. 800-855 Number Information	List of assigned 800-855 numbers and the carrier/service provider to which the 800-855 number is assigned
14. Description of and details on new Numbering Resources as may be identified and defined in the future	Information concerning any new Numbering Resources made available
15. INC guidelines	Link to the INC web page where INC guidelines may be obtained
16. NANPA Planning Letters relative to NPA Code Relief ( <i>i.e.</i> , notification of assigned NPA and key dates associated with implementation)	List of all NANPA Planning Letters by year and a brief description ( <i>e.g.</i> , NPA 326 to Overlay NPA 937 (Ohio))
17. Other NANPA information as directed by the NANC or appropriate regulatory authorities	Documents and other information concerning number assignment and administration made by NANC and/or regulatory agencies
18. NANPA Reports	<ul style="list-style-type: none"> <li>List of NANPA Reports concerning Numbering Resources (does not include enterprise service reports)</li> <li>Annual report (downloadable in a machine-readable format using standard word processing and spreadsheet programs, as appropriate)</li> <li>FCC and Metrics Reports, as required</li> </ul>
19. NANP member countries and any applicable information	List of all NANP member countries and appropriate contact information.
20. Index of reference documentation also called the Binder of Decisional Principles	<ul style="list-style-type: none"> <li>FCC related directives</li> <li>State directives under delegated authority</li> <li>Other NANP member nation directives</li> </ul>

Category	Content
21. Training Videos	NANPA-produced training videos, specific to a particular Numbering Resource type (as needed), with multiple viewing options, developed to assist users with using NAS.
22. Tools	Various tools designed to assist users and web site visitors, such as Frequently Asked Questions (general and Numbering Resource specific, as needed), a Glossary, Web site Guide, Quarterly or Monthly Tips, Password Reset, API key management, New User Registration, Reclamation Procedures and contact lists, State Safety Valve Process Quick List, etc.
23. Area Code Maps	Area code maps showing all area codes in a given state, key cities or towns, area code boundaries, and whether area codes are single area codes or overlays.
24. Change Orders	Links to downloadable files of approved change orders with a brief description and its implementation date.
25. Other Documents	<ul style="list-style-type: none"> <li>• Mass modification procedures and templates, including Pooling Forecasts</li> <li>• User Guides</li> <li>• SFTP Registration</li> <li>• Web site Navigation Guide</li> <li>• New Service Provider Checklists</li> <li>• Getting Started documents for various Numbering Resources</li> <li>• New to Pooling information</li> <li>• New to p-ANI information</li> <li>• Problem Resolution Process</li> </ul>
26. Complaints, Comments, Suggestions	Ability to submit and track online forms to submit a complaint, comments or concerns, or suggested enhancements for the web site or the NAS

#### 10.52.91 Content Posting and Updates

The web site shall contain current information. New information and documentation shall be posted to the NANPA web site within one (1) business day of its release. Information contained on the web site shall be updated within one (1) business day of any change or document release.

The rate center inventory pool information for thousands-blocks shall have no greater delay than 15 minutes between assignments and web site posting of updates.

The web site shall provide Numbering Resource application-specific help information that is constantly being improved, added to, and updated. This knowledge base of Numbering Resource application-specific help information and other Numbering Resource -specific FAQs content for each web application shall be updated as needed.

#### 10.52.92 Web Site Design

The NANPA web sites (*i.e.*, [www.nationalnanpa.com](http://www.nationalnanpa.com) and [www.nanpa.com](http://www.nanpa.com)) shall be reliable and be able to quickly fulfill reasonable user expectations. The NANPA's web site shall be designed and maintained to ensure its accessibility according to the following principles:

- Maintain a NANP web site easily accessible by all users

- Allow web site pages to be navigated by keyboard
- Provide alternative methods to access non-textual content, including images, scripts, multimedia, tables, forms and frames for users who do not wish to display them
- Use accepted web site features (e.g., drop down menus) to provide information about the purpose and function of web site elements
- Provide a search engine to facilitate site navigation

#### **10.52.93 Availability and Access**

The NANPA web site shall be available 24 hours a day, 7 days a week. The web site shall be able to support up to 1000 simultaneous users initially, with an average holding time of 0.5 hours, to ensure that no user's experience is degraded when accessing or attempting to access the web site. The NANPA shall review semi-annually the quantity of simultaneous users and shall have the flexibility to adjust the support accordingly, and shall make such adjustments on an as needed basis.

#### **10.52.94 System Responsiveness**

The NANPA shall provide rapid response when accessing the web site or NAS. The NANPA shall provide a system such that will allow users the ability to view the complete web site or NAS home page in less than 8 seconds, 95% of the time over any 12-month period.

If a user is experiencing greater than 12 seconds to view the complete web site or NAS home page, the NAS shall have the capability to sense this condition. The NANPA shall open a trouble ticket to investigate whether the problem is between the web site and the Internet Service Provider (ISP) or is in the NAS. If the user reports to the help desk a problem with accessing information on either the web site or NAS, a trouble ticket shall be initiated to determine if an "out of service" condition exists.

#### **10.52.95 Out-of-Service**

The NANPA web site and NAS shall be operational 99.9% of the time over any 12-month period, excluding scheduled maintenance. NANPA's inability to deliver services at this level shall be deemed "out of service." This figure excludes problems due to the customer's network or equipment. All scheduled maintenance activities shall occur during non-core business hours, shall require prior approval of the FCC, and shall not exceed a four-hour period unless approved by the FCC.

If any "out of service" condition exists cumulatively for two (2) hours (or more) in any 24-hour period, as evidenced by a user trouble report to the NANPA, the NANPA shall provide an out-of-service credit to the FCC in an amount equal to 1/30th of the previous month's charge for the month in which the outage occurred.

The NAS shall be capable of "pinging" its ISP(s) every five (5) seconds to confirm that the round-trip latency is less than or equal to ten (10) milliseconds. If the latency is greater than ten (10) milliseconds, the connectivity between the web site and ISP(s) shall be considered out of service and a trouble ticket opened.

#### **10.52.96 Out-of-Service Notification**

The NANPA shall be the point of contact for system recovery. The NANPA shall be capable of distributing system status and outage reports to all registered users. All scheduled maintenance activities shall be approved in advance by the FCC prior to commencing the activity. Once the FCC has approved the scheduled maintenance activity, the NANPA shall provide notification to all registered users as to when the activity will begin and end, as well as the impact on the users. In addition, the NANPA shall notify and report to all users and regulatory agencies of an unscheduled system shutdown or failure.

### **10.52.97 Web Site Privacy**

Web site privacy shall be monitored every time content and transaction functionality is added or changed to avoid any risk of exposing the web site to privacy risks and inappropriate access to the content.

#### **10.52.97.9 Privacy Management**

Privacy management shall include the rules that govern the collection, use, retention, and distribution of data. It shall address the privacy needs of users by assessing the risks to confidential data; managing the implementation of privacy policies and associated procedures; ensuring on-going compliance; monitoring developments, accommodating changes, and raising awareness within the NANPA's organization; and training NANPA staff.

#### **10.52.97.10 Privacy Compliance**

The NANPA's privacy practice shall contain details listing the compliance with the Gramm-Leach Bliley Act of 1999 regarding regulating the privacy of personally identifiable, non-public financial information in the United States, and the privacy requirements per the Personal Information Protection and Electronic Documents Act in Canada. The NANPA shall prominently display its privacy statement explaining NANPA's information handling practices on its web site.

#### **10.52.97.11 Privacy Breaches**

The NANPA shall monitor web site access to ensure that identified privacy practices are not compromised in any fashion. Any web site data privacy breach shall be documented and reported to the affected user and the appropriate regulatory authority. The NANPA shall report the web site privacy breach to the FCC.

### **10.19.4 Maintenance of NANC Chair Web Site**

The NANPA shall support and maintain an independent web site, the NANC Chair web site ([www.nanc-chair.org](http://www.nanc-chair.org)). The NANPA is the administrator of the NANC Chair web site and as such shall be required to maintain the web site in the same manner (e.g., accessibility, security) as the NANPA web site.

#### **10.52.4.1 Responsibilities**

The NANC Chair web site administrator shall post documents as requested by the FCC, NANC members, members of the industry and regulatory agencies to the web site in a timely manner prior to NANC meetings. In addition, the administrator shall post documents and meeting records from the NANC's designated supporting groups (e.g., Working Groups, subcommittees and Issue Management Groups (IMGs)) and make those records easily accessible. Finally, the NANPA will secure appropriate transcription services to be used for providing a written record of NANC meetings.

#### **10.52.4.2 Content**

The following is a partial list of the content contained on the NANC Chair web site:

- Links to relevant web sites (e.g., those administered by the FCC, the NANPA, the NPAC, and the INC)
- Specific documentation (e.g., NANC meeting minutes and documents)
- Working Group, subcommittee, and IMG documentation (e.g., meeting records, work in progress)
- NANC, Working Group, subcommittee, IMG, and appropriate industry forum meeting dates by calendar year



## Section 11: Reporting

The following section discusses the Numbering Resource reports and the web site requirements for the NANPA. NANPA reporting shall take three (3) forms:

- an update to a table or document on the NANPA web site
- an electronic attachment to or notification of posting via an e-mail distribution list
- paper documents physically distributed at meetings

The NANPA shall provide regular reports on all NANP Numbering Resources to the NANP distribution list. The NANPA shall provide reports semi-annually in March and in September to the FCC, NANC, and the INC, and other necessary parties on all Numbering Resources administered by the NANPA. Reports shall contain a written summary interpreting trends and the impact of new data upon Numbering Resources and the NANP in general. The reports shall contain, at a minimum, the following information:

- Assignments (assigned and available resources)
- Assignment rates
- Historical trends
- Projections (*e.g.*, NPA exhaust)
- Triggers for user action

The NANPA shall report semi-annually its projection for NANP exhaust. Further, the NANPA shall notify the FCC, the NANC and other necessary parties of any significant changes, as they occur, that might substantially alter the NANP exhaust projection.

The report format shall be subject to change and shall include any other information the FCC or the NANC deem necessary. The reports shall be for all resources not in a designated form of jeopardy. For those jeopardy resources, the NANPA shall publish reports on a monthly basis when there are high assignment rates and the resources are in danger of being depleted within two (2) years. In addition, the NANPA shall identify and develop other reports deemed necessary for managing the NANP resources in the future.

### 11.53 Annual Report

The NANPA shall publish an Annual Report on the status of the NANP, and the Numbering Resources administered by the NANPA. The report shall be published during the first quarter of each year. The annual report shall also be reviewed during the NANC annual performance review process, and shall be made available on the NANPA web site. The Annual Report shall contain at a minimum, but not be limited to:

- Brief description of the NANP and the NANPA
- Description of all Numbering Resources assigned by the NANPA and appropriate points of contact
- Historical trends
- Highlights/significant milestones reached during previous year
- Current NPA Code assignment listings-Alphabetical by State/Province and in numerical order
- Current list of reserved NPAs
- Previous year-end NRUF results, NRUF forecast results, current year forecast
- Exhaust projections for individual NPAs and the NANP
- Status of NPA Codes
- NPA-specific dialing plans
- Status of CO Codes
- Identification of existing and potential thousands-block pooling areas
- Aggregated total number of the service providers participating in the pooled area, by pool

- Pooling forecast results, as well as a review of past forecasts vs. actual thousands-block activation
- Accounting of p-ANI activity by type and by month (*e.g.*, requested, assigned returned, modified)
- Accounting of p-ANI applications processed by request type
- Summary of p-ANI inventory as of year-end
- System and performance metrics
- Status of required transferable property
- Industry issue identification/feedback
- Volume of reports produced aggregated by regulatory agency, NANC, NANPA, and service providers or other assignees
- Additional informational offerings

#### **11.54 NRUF Report**

This report shall be produced and delivered to the FCC, to the NANP member nations, and the NANC. The NANPA shall provide aggregated forecast and utilization data to any requesting U.S. state user twice per year consistent with the dates of the NRUF reporting process. Within ten (10) calendar days of the request, the NANPA shall provide to any requesting state commission a single report containing only disaggregated data reported by service providers in that state, so long as the state commission has the appropriate confidentiality protections in place and the request is made 30 days after the deadline for NRUF reporting and before the subsequent NRUF reporting deadline. Because state commissions might wish to perform their own data analyses, the NANPA shall provide the data to requesting states via electronic transfer, which may include e-mail or other electronic format (*e.g.*, flash drive), and the ability for states with the appropriate security profile to download such consolidated NRUF data from the NAS. In the alternative, upon request from a state commission, the NANPA shall provide the data in paper copy form without additional charge to the state commission.

##### **11.54.98 Data Anomalies**

The NANPA shall provide a statement of any identified anomalies along with documented explanations for each anomaly in all NRUF reports to assist users in assessing the reports' impact and results. Among other things, these reports shall:

- Assist in interpreting the NRUF data
- Review the NANPA's data management and analytical performance
- Assess the effectiveness of numbering resource optimization efforts

##### **11.54.99 Reports to Regulatory Authorities**

The NANPA shall produce a list of all standardized NRUF data reports offered to regulatory users. The NANPA and interested regulatory authorities shall meet annually to determine the reports' format and content. These reports shall be produced by the NANPA upon demand from an appropriate regulatory authority, and at no charge to the requestor. Agreed-upon changes or modifications to these reports shall be at no charge to the requestor. These reports, once requested by a regulatory authority, shall be delivered continually until the regulatory authority notifies the NANPA otherwise. The NANPA shall also be prepared to produce a state-level summary of any of the NRUF reports. Comparison calculations shall properly compensate for the change in geographic coverage of both existing and new NPAs within areas that experienced area code splits during the designated reporting periods.

The following typifies information sought by and provided to regulatory authorities and other users. It is not intended to be an exhaustive list of information to be provided, nor is it prescriptive of the extent or format of other data that may be requested.

- Number of carriers in a rate center and/or NPA, identified by type. The NANPA shall produce on an as-needed basis a report that identifies the number of carriers that provided a NRUF report in a rate center and/or an NPA categorized by type as defined in FCC Form 502.
- Comparison of actual NPA exhaust with past five (5) exhaust projections. To test the assumptions and gauge the NANPA's accuracy, the NANPA shall produce annually in April and in October reports that compare the actual exhaust dates of each NPA with the NANPA's projections for that NPA over the previous five (5) reporting periods.
- Comparison of most recent NPA and NANP exhaust projections with past five (5) exhaust projections. To test the assumptions and gauge the NANPA's accuracy, as well as to identify any problems that need to be addressed immediately, the NANPA shall produce reports that compare the most recent projected exhaust dates of NPAs and the NANP with the projected exhaust dates of the previous five (5) reporting periods.
- Comparison of aggregated or disaggregated service provider (SP) forecasts in an NPA with actual growth, with and without rationing. To gauge the accuracy of SP forecasts, the NANPA shall produce in April and in September reports that compare previous (aggregated) SP forecasts within an NPA with actual code demand for that same NPA.
- CO Code growth rate by NPA. The NANPA shall produce a semi-annual report that provides the CO Code growth rate by NPA for the current and previous five (5) reporting periods. These reports shall support a variety of formats, including, but not limited to, text, Microsoft Excel, and Microsoft Access.

#### 11.55 NPA Relief Activity Status Report

The NANPA shall report the status of NPA relief planning efforts to the FCC and the NANC, and post its report on the NANPA web site on each business day, and on the NANC-chair web site on a monthly basis. At a minimum, the report shall contain the following categories:

Category	Detail
NPA	NPA needing relief
Jurisdiction	NANP member country, state, and locality of NPA needing relief
Date Relief Need Identified	Date the NANPA determined that relief was needed
Declaration Date	Date the NANPA notified the industry and regulators
Exhaust Date upon Declaration	Projected exhaust date when the need was declared
Current Exhaust Date	Current projection for exhaust
Forecasted Exhaust Date	The exhaust date of the NPA based on the latest NRUF data
Number of Remaining NXXs	Number of NXXs that are available for assignment
Number of Unavailable NXXs	Number of NXXs that are unavailable for assignment
Initial Relief Planning Meeting Notice Date	Date the first NPA relief planning meeting notice was distributed
Actual Filing Date	The date relief plan was actually filed with the appropriate regulatory authority
Requested Implementation Date	The requested date included in the relief plan when NPA relief shall take place, <i>e.g.</i> , end of mandatory dialing for a split, or the effective date for an overlay. When no date is requested, "none" is indicated.
Requested Relief Type	The recommended NPA relief solution indicated in the relief plan filed with the state commission if the industry was able to reach consensus

Category	Detail
Requested Approval Date	The date indicated in the relief plan that regulatory authority approval is requested
Approval Date	The date the relief plan was approved by the regulatory authority
Approved Relief Type	The type of relief plan approved by the regulatory authority ( <i>e.g.</i> , overlay, split)
Approved Implementation Date	The date the regulatory authority has directed that the new NPA is to be implemented, <i>e.g.</i> , the effective date for an overlay or the end of permissive dialing for a split. In certain situations, a relief implementation date is not provided. The date may be determined at a later time or a trigger is identified ( <i>e.g.</i> , when a certain quantity of NXX codes are remaining in the existing NPA).
First Scheduled Implementation Meeting	The date of the initial NPA implementation meeting that the NANPA shall conduct
Rationing Date	Date rationing began. If no rationing, leave blank.
Jeopardy Declared	Date on which jeopardy was declared

### 11.56 Monthly CO Code Activity Status Report

The NANPA shall report the CO Code activity status to the FCC and the NANC, and post a monthly status report on both the NANPA and NANC-chair web sites. This report shall reflect the CO Code administration activity by state, and applicable NANP member country. At a minimum, the report shall contain the following categories:

Category	Detail
New Applications	Quantity of applications that the NANPA is handling for the first time
Assignments	Quantity of applications that resulted in the assignment of a new central office code
Denials	Quantity of applications that were denied because the applicable criteria were not met
Reclamations	Quantity of assigned central office codes reclaimed by the NANPA or returned by the assignee
Total	The sum of the above categories, equal to the total quantity of applications processed

## 11.5 Thousands-Blocks Pooling Reports

### 11.5.1 Monthly Thousands-Block Pooling Reports

The NANPA shall provide monthly reports to the FCC and the NANC or its designee on thousands-block pooling assignments. The Thousands-Block Pooling Assignments Report provided to the FCC and/or its designee shall be on a rolling 12-month basis, by month, and include the following information for each rate center and NPA:

- the number of applications processed
- the number of applications not processed in seven (7) calendar days
- the number of CO codes opened for pool replenishment
- the number of new thousands-blocks on the reclamation list
- total number of thousands-blocks on the reclamation list

- the number of thousands-blocks reclaimed
- the number of rate center status changes
- the number of rate centers with less than six (6) months of inventory based on forecasts
- the number of rate centers with less than six (6) months of inventory based on forecasts and zero thousands-blocks available
- the number of rate centers with thousands-blocks in pending status
- the number of assignments completed, the number of applications suspended in excess of seven (7) calendar days, the number of denials, and the percentage of suspended applications.

#### **11.5.2 Semi-Annual Thousands-Block Pooling Reports**

The NANPA shall provide semi-annual reports to the FCC on the status of each rate center inventory pool. These reports shall coincide with the NRUF reporting dates and shall contain sufficient forecast and utilization information for the FCC.

#### **11.5.3 Ad Hoc Thousands-Block Pooling Reports**

The NANPA may also be called upon to produce aggregated NPA / rate center / thousands-block pool status reports for various state and federal regulatory agencies, as needed. Requested information and reports for external distribution shall be distributed within three (3) business days after receipt of the request. The NAS shall be capable of quick processing of raw data into report format to ensure timely disbursement.

### **11.6 p-ANI Administration Reports**

#### **11.6.1 Monthly p-ANI Administration Report**

The NANPA shall provide a monthly report to the FCC and/or its designee on p-ANI assignment activity. The monthly p-ANI Assignments Activity Report posted on the NANPA web site and provided to the FCC shall include, on a rolling 12-month basis, by month, the following information:

- The total and for each NPA:
  - The number of applications processed, and how many of those processed were approved, denied, suspended and withdrawn
  - The number and percentage of applications not processed within five (5) business days
- Identification of the typical reasons for an application to be denied, and the quantity and percentage of applications denied for each type of reason
- Identification of the typical reasons for an application to not be processed within five (5) business days

#### **11.6.2 Annual p-ANI Activity and Projected Exhaust Report**

Consistent with the *p-ANI Administration Guidelines* (Reference 34), the NANPA shall provide and publish an annual “p-ANI Activity and Projected Exhaust Report” that includes, at minimum, the following information:

- national p-ANI utilization information
- p-ANI utilization by NPA
- the number of p-ANIs requested on a monthly basis
- the number of p-ANIs assigned on a monthly basis
- the number of p-ANIs returned on a monthly basis
- the number of p-ANIs modified on a monthly basis
- the number of p-ANI requests processed and the disposition of each
- forecast reports for projected future p-ANI resource usage

The annual p-ANI Activity and Projected Exhaust Report shall be provided to the INC and made available on the NANPA web site.

#### **11.6.3 Ad Hoc p-ANI Reports**

The NANPA may also be called upon to produce aggregated NPA p-ANI pool status reports for various state and federal regulatory agencies. Requested information and reports for external distribution shall be distributed within three (3) business days after receipt of the request. The NAS shall be capable of quick processing of raw data into report format to ensure timely disbursement.

#### **11.7 Other NANP Activity and Status Reports**

The NANPA shall provide a status report on any activity that occurs with other NANP resources that it administers. These reports shall be provided to the FCC, the NANC, and posted on the appropriate web sites on a monthly basis. The reports shall provide details as appropriate to the resource and the activity, including the NANP member country in which the activity occurred.

#### **11.8 Requests for Additional Reports**

The NANPA may also be requested to produce additional reports as needed. The NANPA may create and provide data in different formats to accommodate requests to cull data and provide customized reports, as Enterprise Services, for a fee that is reasonable and based on its costs (See Section 15 for details on Enterprise Services). Note that Enterprise Services shall be reviewed by the NANC and approved by the FCC, but, once approved, the NANPA shall be free to negotiate a reasonable price with requestors.

#### **11.9 Reference Documentation**

The NANPA shall maintain and make readily available an addendum of reference documentation to assist interested parties. The list shall include the most recent version of all guidelines and all NANP-related regulatory directives and requirements. This addendum shall be posted on the NANPA web site and updated as needed.

#### **11.10 Standardized CO Code Reports and Reports for State Commissions**

The NANPA shall produce a series of standardized reports on CO Code assignment activity. A real-time report of codes assigned and available by NPA shall be available on the NANPA public web site and, at a minimum, include the following information:

- State
- NPA-NXX
- Use (Available, Assigned, Protected, Reserved, Unavailable)
- OCN
- Company
- Rate Center
- Initial/Growth
- Assignment Date
- Effective Date
- In Service Indicator
- Pooled Code (Y or N)

This same report shall be available in the password protected portion of NAS and shall include switch information in addition to the above data elements.

In addition, the NANPA shall provide a report on the NANPA public web site that includes the quantity of CO Codes assigned by the NANPA on a monthly basis. At a minimum, the report shall include the following information:

- ST-State
- NPA-Area code
- NPA Status (*e.g.*, jeopardy, exhausted)
- Monthly Rationed Amount
- Month-Each month of the year and the quantity of codes assigned in that month
- Current Month's Return-The total number of codes returned to the NANPA and made available for assignment
- Year-to-date Returns-The total number of codes returned up through the last reported month
- Total Unavailable-The total number of codes unavailable for assignment; these include codes assigned, reserved or otherwise unavailable for assignment
- Total Available-The total number of codes available for assignment (*i.e.*, vacant codes)
- Remaining Codes Set-Aside for the Pooling Administrator

To those states with appropriate confidentiality protections in place, NANPA shall also provide a state-specific report that contains pertinent information from the Part 1 application submitted by service providers and information from the Part 3 response. States shall be able to select daily, weekly or monthly distribution of this report.

#### **11.11 Monthly NAS Performance Report**

The NANPA shall provide monthly reports to the FCC and/or its designee on the performance of the NAS. The monthly NAS Performance Report provided to the FCC shall include the percent of scheduled time NAS was available in the month, the hours and minutes of possible NAS availability, the hours and minutes of actual NAS availability, the number of instances of NAS scheduled unavailability, the hours and minutes of scheduled unavailability, the number of instances of NAS unscheduled unavailability, and the hours and minutes of unscheduled unavailability. The monthly NAS Performance Report shall be posted to the NANPA web site.

#### **11.12 Monthly Trouble Tickets, Phone Calls and Change Orders Report**

The NANPA shall provide monthly reports to the FCC and NANC or its designee on trouble tickets, phone calls, and change orders. See Section 13.3 for details on the monthly reports, but following is a summary of the monthly reports:

- A summary of the quantity of trouble tickets opened, closed and pending resolution, by type of issue (*e.g.*, web site, NAS)
- A listing of each trouble ticket with its status
- Summary of the quantity of phone calls received, and the quantity of phone calls not returned within 24 hours
- Summary of the quantity of change orders submitted, awaiting approval, approved but awaiting implementation, approved and implemented, or denied (if applicable). A brief description shall be provided for each change order.

#### **11.13 Summary of NANPA Technical Reports**

Following is a summary of the NANPA technical reports:

Name	Reference Sections	Frequency
Numbering Plan Area (NPA)	3, 3.1, 11	Weekly and Monthly; Semi-annually in March and in September; Annually during first quarter.
Central Office (CO) Code Status	3, 3.2, 4.2.4, 10.18.3, 11	Assigned, unavailable and available posted real-time and daily; Status monthly. NRUF form semi-annually; Semi-annually in March and September; Annually during first quarter.
Thousands-Blocks	3, 3.3, 5.2.5, 10.18.4, 11	Assigned, retained and available posted real-time and daily; Status monthly. Semi-annually in March and September; Annually during first quarter.
p-ANIs	3, 3.4, 6.2.5, 10.18.5, 11	Upon any new assignment and monthly; forecasts semi-annually, activity and projected exhaust annually
Non-Geographic 5XX-NXX Codes	3, 3.5, 11	Assigned, unavailable, aging and available posted real-time and daily; NRUF form semi-annually; Status monthly; Semi-annually in March and September.
9YY-NXX Codes ( <i>e.g.</i> , 900-NXX Codes)	3, 3.6, 11	Upon any new assignment; NRUF form semi-annually; Status monthly; Semi-annually in March and September.
Toll-Free NPAs	3, 3.8, 11	Upon any new assignment; Status monthly; Semi-annually in March and September.
N11 Codes	3, 3.7, 11	Upon any new assignment; status monthly. Semi-annually in March and September.
Carrier Identification Codes	3, 3.10, 10.18.9, 11	Upon any new assignment; Status monthly; Semi-annual incorporating Entity Usage/Access Reports; Semi-annually in March and September.
Vertical Service Codes	3, 3.11, 11	Upon any new assignment; Existing VSCs, new VSCs, and updates; Status monthly; Semi-annually in March and September.
Automatic Number Identification II Digits	3, 3.12, 11	Existing ANI, new ANI, and new assignments within five (5) business days; Status monthly; Semi-annually in March and September.
Numbering Resource Utilization/Forecast Form	9, 9.1.5, 9.1.6, 11, 11.2, 11.2.2	Semi-annually by the last business day of April and October.
NPA Code Relief Planning Report to NANC	8.1.5	Quarterly.
Status of Pending Relief Plans	8.1.9	Monthly, to FCC/NANC; Each business day on web site.
Contact List Maintenance	4.4, 5.2.6, 7.4, 8, 9.1.2, 10.7	Quarterly.
NANP/NPA Exhaust Analysis	9.1.6, 10.18.1	Contingent upon material impact and semi-annually.



<b>Name</b>	<b>Reference Sections</b>	<b>Frequency</b>
NPA/NANP Life Impact	9.1.8	Contingent, within 30 days of receipt of the updated NRUF Report.
Reports to Regulatory Authorities	9.1.9, 11.2.2	Contingent, within ten (10) business days of initial request following 30 days after the NRUF reporting deadline.
NRUF Anomalies	9.1.11, 9.3.3, 11.2.1	Contingent, in case of irresolvable anomalies, to State Regulatory Commissions or FCC; Annually; Semi-annually.
NANP Annual Report	11.1	Annually during first quarter.
CO Code Growth Rate by NPA	11.2.2	Semi-annually.
Aggregated Utilization Data	11.2.2	By request.
NPA Relief Activity Status Report	11.3	Posted each business day to the NANPA web site and monthly to the NANC Chair web site.
Disaggregated Data by State	11.2	By request, 30 days after the deadline for NRUF reporting and before the subsequent NRUF reporting deadline.
Number of Carriers in rate center and/or NPA, by Type	11.2.2	By request.
Comparison of Actual NPA Exhaust, with Past Five (5) Exhaust Projections	11.2.2	Semi-annually in April and October.
Comparison of Most Recent NPA/NANP Exhaust Projections with Past Five (5) Exhaust Projections	11.2.2	By request; Semi-annually by last business day in April and October.
Comparison of Aggregated SP Forecasts in a NPA with Actual Growth, with and without Rationing	11.2.2	By request.
Standardized Report for State Commissions on CO Codes Assigned by the NANPA	11.10	Assigned and available posted real-time on the NANPA web site; Monthly; Daily, weekly or monthly as requested.
Part 4 /Part C Form Delinquency Notifications	4.4, 5.2.6, 7.4	Contingent, for resource assignees not submitting Part 4 or Part C forms; Monthly.

#### **11.14 Summary of NANPA Performance Reports**

Following is a summary of the NANPA performance reports:

<b>Name</b>	<b>Reference Sections</b>	<b>Frequency</b>
Customer Response Rates	2.7.1	Contingent, within one (1) business day; contingent and annual.
Dispute/Plan of Action	2.9	Contingent, to be prepared within one (1) business day.

<b>Name</b>	<b>Reference Sections</b>	<b>Frequency</b>
Self-Assessment	13.1.5	Annually and quarterly to NANC.
Post-Audit Corrective Action Plan	12.2.3, 12.2.4	Within 20 days after receipt of the auditor's report and monthly (or more frequently if appropriate) until completion.
Unauthorized User Access	2.10.5, 10.7.9	Contingent upon occurrence.
System Outage	10.19.7	Contingent upon occurrence to all clients.
NAS Performance	11.11	Monthly to the FCC and posted on the web site
Trouble Tickets	11.12	Monthly to the FCC
Phone Calls	11.12	Monthly to the FCC
Change Orders	11.12	Monthly to the FCC
Privacy Breach	10.19.8.3	Contingent upon occurrence, to affected client, regulatory authority, and FCC
Complaints	2.9, 13.1.5	Contingent, to be prepared within one (1) business day; Annually and quarterly to NANC;
Technical Requirements Document Update	2.15	Semi-annually to NANC or its designee; contingent upon change order implementation

## **Section 512: Audits**

### **15.1 Service Provider/Numbering Resource Assignee Audits**

The NANPA and service providers or other Numbering Resource assignees shall be subject to FCC and State audits to verify their compliance with guidelines and regulations relating to all applicable areas of Numbering Resource administration.

#### **15.1.100 For Cause Audits of Service Providers/Numbering Resource Assignees**

In the performance of its numbering administration duties and in meeting its responsibilities, the NANPA may encounter situations that may alert it to a service provider's or Numbering Resource assignee's possible noncompliance with the industry guidelines or FCC rules. This noncompliance warrants a "For Cause" audit. In these situations, the NANPA shall document its observations and forward relevant information to the FCC, service provider or Numbering Resource assignee, and the appropriate state commission (as applicable). The NANPA shall maintain the confidentiality of all requested information throughout the auditing process.

#### **15.1.101 Other Audits of Service Providers/Numbering Resource Assignees**

Upon request, the NANPA shall be required to provide specific data to an auditor in order to facilitate the audit of a service provider or Numbering Resource assignee.

### **12.1.3 Guidelines Compliance Issues**

The NANPA may encounter situations in which a service provider, Numbering Resource assignee, the LERG<sup>TM</sup> Routing Guide, or the NPAC is not in compliance with FCC rules or orders, or industry guidelines.

When a noncompliance situation is suspected, the NANPA shall in a non-discriminatory fashion, prior to fulfilling a Numbering Resource assignment request, request additional information from the applicant or from other sources as necessary to determine if the applicant is compliant with industry guidelines and regulatory rules and directives. The NANPA shall evaluate the information and document its determination if the assignment request should be granted or denied.

#### **12.1.4 FCC-Designated Auditor**

To facilitate the auditing of service provider or Numbering Resource assignee compliance with FCC rules and orders and industry guidelines, the NANPA shall provide access to the FCC-designated Auditor and/or the FCC or its designees to:

- NANPA's staff
- All Numbering Resource records and supporting documentation as requested by the FCC or FCC-designated auditor

#### **12.1.5 Office Facilities for Auditor**

For a reasonable period of time, the NANPA shall provide to the FCC-designated auditor office space, office furnishings, telephone and facsimile service, utilities, office-related equipment, and duplicating services that FCC-designated auditors may require to perform audits.

#### **12.1.6 Additional Obligations**

The NANPA may be subject to other audit availability requirements under other clauses in the awarded contract.

## **12.2 Audit of the NANPA**

The NANPA shall be subject to audits by the FCC or its designees that include the following:

- Compliance with industry guidelines
- Compliance with regulatory directives
- Conflict of Interest
- Neutrality
- NANPA operations and financial viability
- Record verification
- Facilities
- Security
- Enterprise Services

### **12.2.1 Staff Support**

The NANPA shall provide the FCC or its designee access during normal business hours to the NANPA's staff and books, records, and supporting documentation relating to the NANPA function being audited.

### **12.2.2 Office Facilities**

The NANPA shall provide office space, office furnishings, telephone and facsimile service, utilities, office-related equipment, and duplicating services that auditors may require to perform audits.

### **12.2.3 Audit Results**

The NANPA shall make audit results available to the public in a limited manner that protects any confidential or proprietary information. The FCC and the NANC shall receive a detailed summary of the audit results such that the content shall not identify any service provider or Numbering Resource assignee.

If any audit results in the NANPA being notified that it is not in compliance with any law, regulation, or requirement relating to its administration, the NANPA shall be required to take actions to correct any non-compliance.

### **12.2.4 Compliance**

The NANPA shall present a corrective action plan to the FCC and the NANC within 20 days after the receipt of the auditor's report. The NANPA shall report monthly or more frequently if appropriate, on the status of compliance efforts and notify the FCC and the NANC upon completion of the corrective action plan. The NANPA shall bear the complete expense of compliance activities that arise out of the implementation of a corrective action plan. In the event that the NANPA does not meet its obligations, all remedies, including termination for default, are reserved to the FCC.

## **Section 613: Performance Monitoring, Measurements, Metrics**

### **13.1 Performance Monitoring**

The program and performance monitoring process shall include, but not be limited to, an internal, documented performance monitoring mechanism to be developed and implemented by the NANPA in accordance with performance measurements established in this Technical Requirements Document and any associated numbering resource assignment guidelines established by the INC and appropriate regulatory bodies and made available to the FCC and the NANC or its designee.

#### **13.1.1 NANPA Client Feedback Survey**

The FCC and the NANC or its designee shall develop a formal client feedback survey to permit all interested parties to provide performance assessment data and recommendations to the FCC and the NANC or its designee. The NANPA shall be responsible for working with the FCC in developing a methodology to recover the cost associated with hosting the on-line client feedback survey.

#### **13.1.2 NANPA Annual Operational Review**

The NANPA shall undergo an annual operational review to be conducted by the NANC or its designee, in conjunction with the FCC.

The operational review shall consist of a review of appropriate NANPA operations and facilities to ensure that the NANPA is performing its functions and responsibilities in accordance with the requirements of the contract. The NANPA shall ensure that all data provided to the group conducting the operational review adheres to service provider and Numbering Resource assignee confidentiality requirements. The operational review shall at a minimum, address the following topics:

- Status of the NAS performance and maintenance
- 
- Status of NPA assignments
- Status of NPA relief planning activities
- Status of NXX assignments, both Geographic and Non-Geographic
- Status of thousands-block assignments
- Status of p-ANI assignments
- Status of NRUF data collection and analysis activities
- Status of CIC, 5XX-NXX, 900-NXX, and all other Numbering Resources administered
- Status of trouble tickets
- Status of Quality Assurance, Program Improvement Plan, and associated implementation management
- Status of security plans and disaster recovery activities
- Status of external relations and any special projects
- Status of industry forum participation (e.g., INC, ESIF, CIGRR, meetings with state commissions)
- Status of reporting, compliance, and regulatory communications
- Status of the NANPA job aids, training videos, and other tools for the industry
- Status of continuing education programs, job aids and tools for employees to ensure a knowledgeable workforce

#### **13.1.3 Program Improvement, Performance Problems, and Corrective Action**

The NANPA shall implement remedial action, at no charge to the FCC or the industry, to correct any identified performance problems. The NANPA shall develop a Program Improvement Plan (PIP) that addresses each area identified during the annual performance review that requires performance improvement along with a time frame for completion. The PIP shall be presented to the NANC or its designee for review and acceptance prior to implementation. The annual assessment process shall not preclude telecommunications industry and/or regulatory participants from identifying performance problems to the NANPA and the NANC or its designee, as they occur, and from seeking resolution of such performance problems in an expeditious manner.

#### **13.1.4 NRUF-Related Measurements**

The review of the NANPA's NRUF responsibilities shall include the following:

- Maintain an up-to-date list of service provider contacts that is obtained from the semi-annual NRUF report and any subsequently updated contact information
- Distribution of notifications of NRUF reporting requirements and periodic “helpful hints” to all service providers allocated NANP resources
- Timely review and analysis of NRUF data to ensure service provider compliance with reporting requirements, including frequency and granularity
- Timely follow-up with carriers and regulators, as needed to ensure compliance
- Performance and accuracy of tests for inconsistencies and anomalies, to include identification of missing utilization for assigned central office codes and thousands-blocks
- Accuracy and timeliness of calculation of exhaust projections for the NANP and individual NPAs
- Timely notification to the FCC, NANC or its designee, and industry of problems and unusual activity
- Responsiveness to federal and state regulators, and to industry

### **13.1.5 Self-Assessment and Reporting**

The NANPA shall provide a self-assessment of its performance and remedial action plan to correct any identified performance problems. This annual and quarterly report shall be delivered to the NANC or its designee within 30 days of the measurement period. The NANPA shall provide the following information:

- Summary of areas in which NANPA experienced difficulty and how the NANPA corrected the problem (NANPA internal and external difficulties included)
- Summary and description of incidences of user dissatisfaction, and a description of the action taken by the NANPA to ensure the problem shall not reoccur
- Summary and tally of written and oral complaints identified by performance metric
- Summary of major issues addressed by the NANPA including an evaluation of how the NANPA’s activities influenced the outcome and how the outcome affected users

## **13.2 Performance Measurements**

There are several ways that performance will be measured. Each derives input from different sources and, therefore, no single item should be considered of greater or lesser value than the others.

### **13.2.1 Assessment Period**

On at least an annual basis, the FCC or its designee shall formally assess the performance of the NANPA.

### **13.2.2 Remedial Action**

The NANPA shall be required to implement any remedial action to correct any identified performance problems within 30 calendar days.

### **13.2.3 Quality Assurance (QA)**

The contractor’s Quality Assurance Plan (QA Plan), required following contract award, shall follow the format, where applicable, of *IEEE Standard for Software Quality Assurance Processes* (Reference 41).

The performance monitoring process shall include, but not be limited to, internal documented performance monitoring mechanisms to be developed and implemented by the NANPA and made available to the industry through the FCC and the NANC or its designee.

The NANPA shall have its representative(s) participate in a monthly call with the NANC or its designee. A formal agenda will be developed and agreed to by the NANPA and the NANC or its designee. The

primary agenda items will include, at a minimum, the review of: (1) performance monitoring metrics and measurements; (2) complaints; (3) new developments impacting the availability of resources; (4) FCC and/or NANC reports; and (5) corrective action plans to resolve deficiencies in performance and/or complaints.

### **13.3 Performance Metrics**

At a minimum, the following metrics shall be monitored by the NANPA so that the NANC or its designee can ensure performance of the requirements of the NANPA. The NANPA shall also produce the performance reports outlined in Section 11.14.

#### **13.3.1 Trouble Tickets/Outages**

At a minimum, the NANPA shall track and report on the following trouble ticket and/or outage metrics:

- Number opened during the preceding month
- Number closed during the preceding month
- Number under corrective action for over 30 calendar days.
- Number related to
  - System performance
  - Web site
  - Contractor ISP
  - Other
- Total quantity of trouble tickets opened and closed by month for a calendar year, with both the actual open time for each ticket and the average open time for all tickets.
- Quantity of System Outages Notifications to all participants and regulatory agencies

#### **13.3.2 Change Orders**

At a minimum the NANPA shall track and report on the following metrics:

- Changes initiated or modified Requiring Functional Impact Analysis
  - numbering resource plans
  - administrative directives
  - assignment guidelines
  - other
- List of change orders submitted to include:
  - Type of change order
  - Date submitted
  - Status of each change order (e.g., awaiting approval, approved but awaiting implementation, approved and implemented, denied)
  - Date approved or denied (if applicable)
  - Brief description of each change order
  - The Written Notice of Changes Summarizing Potential Impact upon Service and Cost to be sent to the COR

#### **13.3.3 Communications**

At a minimum, the NANPA shall track and report on the following metrics:

- Phone Calls
  - Received
  - Not Returned by Next Business Day
- General inquiries or questions received outside the normal business hours
  - Not Returned by Next Business Day

#### **13.3.4 Forecasting data on a per-state basis**

At a minimum, the NANPA shall track and report on the following metrics:

- Quantity of NPAs by state
- Quantity of rate center pools for thousands-blocks
- Quantity of CO codes applied for by SPs
- Quantity of CO codes applied for by SPs for thousands-block pool replenishment
- Quantity of rate centers with less than a 6-month supply of thousands-blocks
- Quantity of NPA p-ANI pools

#### **13.3.5 Reporting**

At a minimum, the NANPA shall produce the following reports:

- Annual Report
- Semi-annual NPA exhaust projections
- Semi-annual NPA forecast demand report
- Annual p-ANI Activity and Projected Exhaust Report
- Semi-annual forecasted demand report for thousands-blocks
- Semi-annual rate center inventory pool report for thousands-blocks
- Quarterly pooling matrices report
- Monthly report to the FCC on CO Code assignments
- Monthly report to the FCC on thousands-block pooling assignments
- Monthly report to the FCC on p-ANI assignments
- Monthly report to the FCC on system performance
- Monthly report to the FCC on staffing
- Monthly report to the FCC on the number of ad hoc reports generated

#### **13.3.6 CO Code, 5XX and Other Resources Application Processing on a monthly basis**

At a minimum, the NANPA shall track and report on the following metrics:

- Total applications processed
- Quantity of applications not processed in seven (7) calendar days
- Quantity of CO Code, 5XX-NXX, and Other Resource assignments made
- Quantity of change requests to existing CO Code, 5XX-NXX, and Other Resources
- Quantity of requests to cancel
- Quantity of CO Code, 5XX-NXX, and Other Resources requests
- Quantity of CO Code, 5XX-NXX, and Other Resources requests denied
- Quantity of CO Code, 5XX-NXX, and Other Resources reclaimed
- Quantity of CO Code, 5XX-NXX, and Other Resources reservation requests

#### **13.3.7 Thousands-Block Application Processing on a monthly basis**

At a minimum, the NANPA shall track and report on the following metrics:

- Total applications processed
- Quantity of applications not processed in seven (7) calendar days
- Quantity of thousands-block assignments made
- Quantity of change requests to existing thousands-blocks
- Quantity of requests to cancel
- Quantity of thousands-block disconnect requests
- Quantity of thousands-block requests denied
- Quantity of thousands-blocks reclaimed



- Quantity of thousands-block reservation requests

#### **13.3.8 p-ANI Application Processing on a monthly basis**

At a minimum, the contractor shall track and report on the following metrics:

- Total applications processed
- Quantity of applications not processed in five (5) business days
- Quantity of p-ANI requested
- Quantity of p-ANIs assigned
- Quantity of change requests
- Quantity of p-ANIs returned
- Quantity of requests to cancel
- Quantity of p-ANI requests denied

## **Section 714: Contract Data Requirements List (CDRL)**

All items on this Contract Data Requirements List (CDRL) shall be approved by the FCC.

### **14.1 Ad Hoc Reports**

The NANPA shall, from time to time, be requested to provide ad hoc reports per Section 11.

### **14.2 Annual Report**

The NANPA shall provide an Annual Report in the first quarter of each year, per Section 11.1.

### **14.3 Change Management Plan**

The contractor shall provide a Change Management Plan per Sections 4.1, 5.1, and 6.1 within 90 days of contract award. The COR shall review the Change Management Plan and request any necessary changes within 60 days, which the NANPA will effectuate before implementation.

### **14.4 Contract Change Management Plan**

The contractor shall provide a Contract Change Management Plan for implementing the requirements of Section 2.8 within 90 days after the start of the first Option Year. The Contract Change Management Plan shall be reviewed and updated annually 60 days prior to the beginning of each Option Year.

### **14.5 Disaster/Continuity of Operations Plan**

The contractor shall provide a Disaster/Continuity of Operations Plan per Section 10.13 within 60 days of contract award. The Disaster/Continuity of Operations Plan shall be updated annually 30 days prior to the beginning of each Option Year.

### **14.6 Implementation Plan**

The contractor shall provide an Implementation Plan per Section 2.11 within 30 calendar days of contract award and an update to that Implementation Plan 30 days prior to the takeover of NANP Administration (including the Pooling Administration function).

### **14.7 Management Reporting Plan**

The contractor shall provide a Management Reporting Plan per Section 10.9 within 60 calendar days of contract award. The full set of reports are described in Section 11 and are required annually, semi-annually, quarterly, and monthly.

### **14.8 NANP Administration System (NAS) Transition Plan**

The contractor shall provide the NANP Administration System Transition Plan, which includes a list of items that are subject to transfer at the end of its term per Section 10.17 at the time of the new or modified systems acceptance. The Transition Plan shall be updated annually.

### **14.9 Program Improvement Plan**

The contractor shall provide a Program Improvement Plan per Section 13.1.3 on an annual basis following the NANC's acceptance of each year's performance review report.

### **14.10 Quality Assurance (QA) Plan**

The contractor shall furnish a Quality Assurance (QA) Plan within 120 calendar days of contract award per Section 13.2.3.

#### **14.11 Security Plan**

The contractor shall provide a Security Plan per Section 10.6 within 45 calendar days of contract award and an update to that Security Plan 30 days prior to the takeover of NANP Administration. The Security Plan shall be updated annually 45 calendar days prior to the beginning of each Option Year.

#### **14.12 Staffing Report**

The contractor shall provide an initial staff report at the start of the contract and a monthly report, thereafter, to the FCC on staffing per Section 2.5.

#### **14.13 System Acceptance Plan**

The contractor shall furnish a System Acceptance Plan within 30 calendar days of contract award per Section 10.12

#### **14.14 System Implementation Plan**

The NANPA shall furnish a System Implementation Plan within 90 calendar days of contract award per Section 10.16.

#### **14.15 System Documentation Plan**

The contractor shall provide a System Documentation Plan per Sections 2.12.3 and 10.16 within 90 calendar days of contract award, the updated System Documentation Plan at the time of the new or modified systems acceptance, and thereafter the System Documentation Plan shall be updated annually.

#### **14.16 System Maintenance Plan**

The contractor shall provide a System Maintenance Plan within 150 calendar days of contract award per Section 10.5 prior to new or modified system acceptance. The System Maintenance Plan shall be reviewed and updated annually 120 days prior to the beginning of each Option Year.

#### **14.17 System Source Code**

The contractor shall provide the System Source Code, and any other code or documentation described in Section 10.17.2, in machine-readable form, 180 days prior to contract termination.

#### **14.18 System Test Plan**

The contractor shall provide a System Test Plan within 30 days of contract award and shall be successfully completed within 90 calendar days of the contract award per Section 10.12.

#### **14.19 Training Plan**

The contractor shall provide a Training Plan to implement Sections 4.1, 5.1, and 6.1 within 105 days of contract award. The Training Plan shall be reviewed and updated annually 30 days prior to the beginning of each Option Year.

#### **14.20 Transition Plan**

The contractor shall provide a Transition Plan 180 days prior to contract termination, per Section 2.12.4. The Transition Plan shall be a 90-day plan, however the FCC may allow a possible 90-day extension depending on the need at the time of transition.

#### **14.21 TRD Maintenance**

The NANPA shall keep current this Technical Requirements Document semi-annually and upon the implementation of any change order, per Section 2.15. Updated documents shall be provided to the NANC or its designee.

## Section 15: Enterprise Services

Enterprise Services<sup>26</sup> are functions performed by the NANPA that are outside of the requirements and responsibilities detailed within this document, and associated industry guidelines and regulatory orders. They are additional services that may be provided by the NANPA to carriers and other entities for a specific fee. These are described as services that the NANPA can provide but are limited to meeting the needs of a limited number of customers.

Enterprise Services and their associated fees are subject to prior review by the NANC and approval by the FCC and other applicable regulatory authorities before they can be implemented and made available to the requestor(s), except those required Enterprise Services set forth in Section 15.2 below.

### 15.1 Operating Principles

The following operating principles apply to the provision of Enterprise Services:

- The fees associated with Enterprise Services shall be fair and reasonable
- Enterprise Service fees for the same service must be the same for all customers
- Enterprise Services must be performed without jeopardizing NANPA duties and responsibilities
- Proprietary/confidential information provided to the NANPA shall be protected in the provision of any Enterprise Service
- Fees associated with an Enterprise Service shall be collected by the NANPA
- Fees for Enterprise Services are independent of the price of this contract

### 15.2 Required Enterprise Services

The NANPA is required to support the following Enterprise Services:

- Provide rating and routing input to BIRRDs upon request from CO code and thousands-block applicants (*i.e.*, the Administrative Operating Company Number [AOCN] function) that are enterprise service clients. The information is contained in the Part 2 of the Central Office Code application and the Part2A of the Thousands-Block application. This includes reviewing the information, assisting in the preparation of the information, and the actual inputting of the information in the associated database.
- Provide testimony in state regulatory hearings. NANPA shall prepare, file and present oral and written testimony at no charge. However, any costs associated with testifying in such regulatory hearings shall be treated as Enterprise Services. For example, should the state require NANPA witness(es) to attend the hearing in person, NANPA shall require the state to reimburse NANPA for associated expenses (*e.g.*, travel, lodging, meals, local transportation, etc.) for the witness(es) and legal counsel. If the state requires local counsel to represent the NANPA at state regulatory hearings, these costs shall be passed along to the state.

Services and the costs charged for these services may be reviewed by the FCC at any time and may be made subject to audit under Section 15.3 below.

### 15.3 Audit of Enterprise Services

Any and all approved Enterprise Service(s) shall be subject to an audit by an independent auditor. The NANPA will contract with an auditor to have an audit of all Enterprise Service offerings conducted in the first, third and fifth year of the NANPA's Term of Administration (or as otherwise specified in the awarded contract). The Enterprise Service Audit Report shall be conducted during the second quarter of

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<sup>26</sup> See also 47 CFR §52.12.

the reporting year and the auditor's report shall be provided to the FCC, as a proprietary and confidential document, in the third quarter of the reporting year.

## Section 16: List of References

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7. Industry Numbering Committee: *North American Numbering Plan Numbering Resource Utilization/Forecast (NRUF) Reporting Guidelines*, ATIS-0300068 by the INC, a committee sponsored by the ATIS. Available at: [http://www.atis.org/01\\_committ\\_forums/INC/inc\\_docs.asp](http://www.atis.org/01_committ_forums/INC/inc_docs.asp).
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9. North American Numbering Council: *Number Administration Auditor Technical Requirements (July 18, 2000) by the North American Numbering Council*. See also <https://ecfsapi.fcc.gov/file/6513073447.pdf>.
10. North American Numbering Council: *NANC Audit Framework (November 16, 1999) by the North American Numbering Council*. See also <https://ecfsapi.fcc.gov/file/6513073447.pdf>.

11. Industry Numbering Committee: *Automatic Number Identification (ANI) Information Digit Codes*, ATIS-0300064 by the INC, a committee sponsored by the ATIS. Available at:  
[http://www.atis.org/01\\_committ\\_forums/INC/inc\\_docs.asp](http://www.atis.org/01_committ_forums/INC/inc_docs.asp).
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[http://www.atis.org/01\\_committ\\_forums/INC/inc\\_docs.asp](http://www.atis.org/01_committ_forums/INC/inc_docs.asp).
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Standards documents identified above to which the NANPA is held to comply under this contract shall be deemed to be the latest version of those documents. However, the NANPA is obliged to comply with updated standards only where consistent with FCC regulations and direction.

## Appendix A: Acronyms, Abbreviations and Definitions

<b>Administrative Operating Company Number (AOCN)</b>	Identifies the company responsible for the maintenance of the data for a given record in the iconectiv® Business Integrated Routing and Rating Database (BIRRDS) on behalf of a code or block holder. Assigned by iconectiv®.
<b>Allocation Date</b>	The date established by the NANPA when the NANPA officially makes a Numbering Resource assignment to a service provider (SP) or Numbering Resource assignee.
<b>ANI II Digits</b>	Automatic Number Identification ANI Information Integers (ANI II) digits are two-digit pairs sent with the originating telephone number. These digits identify the type of originating station. The current list of assigned ANI II Digits can be found on the NANPA web site at: <a href="http://www.nationalnanpa.com">www.nationalnanpa.com</a> .
<b>ANSI</b>	American National Standards Institute
<b>ATIS</b>	Alliance for Telecommunications Industry Solutions
<b>Auditor</b>	The appropriate bureau(s) within the FCC or other appropriate governmental entity, or other neutral fourth party vendor selected to audit the administration and assignment functions for North American Numbering Plan (NANP) resources for the telecommunications industry in the United States and its territories, including the numbering administrator(s).
<b>Automatic Location Identification (ALI)</b>	The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates.
<b>Billing and Collection Agent</b>	The entity responsible for the collection of funds to support numbering administration for telecommunications services from the United States telecommunications industry and NANP member countries (47 CFR §52.7 (f)).
<b>BIRRDS</b>	iconectiv®'s Business Integrated Routing and Rating Database System
<b>Block or Thousands-Block</b>	A range of 1000 TNs within the NPA-NXX, beginning with a station of n000, and ending with n999, where n is a value between 0 and 9.
<b>Block Holder</b>	The recipient service provider of a thousands-block from a pooled code. Also defined as the NPA-NXX-X holder in the LERG™ Routing Guide.
<b>Carrier Identification Code (CIC)</b>	Carrier Identification Codes (CICs) are used to route and bill calls in the public switched telephone network. CICs are four-digit codes in the format XXXX, where X is any digit from 0 through 9. Separate CIC pools are maintained for Feature Group B (line side) access and Feature group D (trunk side) access. NANPA assigns CICs to: Local Exchange Carriers, purchasers of Feature Group B or D access, switchless resellers, Billing and Collection Clearinghouses, and Interconnected VoIP Providers.
<b>CDRL</b>	Contract Data Requirements List
<b>CFR</b>	Code of Federal Regulations
<b>CIGRR</b>	iconectiv®'s Common Interest Group for Routing and Rating
<b>CLEC</b>	Competitive Local Exchange Carrier
<b>CLLI™</b>	iconectiv®'s COMMON LANGUAGE® Location Identification
<b>CMRS</b>	Commercial Mobile Radio Service

<b>CO</b>	Central Office
<b>CO Code</b>	The second three digits (NXX) of a ten-digit telephone number in the form NXX-NXX-XXXX, where N represents any one of the numbers 2 through 9 and X represents any one of the numbers 0 through 9. (47 CFR § 52. 7(c)). Central office codes may also be referred to as "NXX codes".
<b>Code Holder</b>	The assignee of a pooled or unpooled NPA-NXX assigned by the NANPA.
<b>Contractor</b>	The winning bidder for the NANPA contract.
<b>CONUS</b>	Continental United States
<b>COR</b>	Contracting Office Representative
<b>COTS</b>	Commercial Off-The-Shelf
<b>CRTC</b>	Canadian Radio Television and Telecommunications Commission
<b>CSCN</b>	Canadian Steering Committee on Numbering
<b>E9-1-1 System Service Provider</b>	<p>An E9-1-1 System Service Provider (E9-1-1SSP), typically but not always an ILEC, provides systems and support necessary to enable 9-1-1 calling for a single or group of Public Safety Answering Points (PSAPs). In relation to the jurisdictional boundary of the PSAP and the system provider's scope of authority, this includes:</p> <ol style="list-style-type: none"> <li>1) A method of interconnection for all telecommunications providers including but not limited to the wireline, wireless, and VoIP carriers;</li> <li>2) A method for routing a 9-1-1 call to the correct PSAP with no degradation in service regardless of the technology to originate the call;</li> <li>3) A method to provide accurate location information for an emergency caller to a PSAP and if required, other emergency response agencies;</li> <li>4) Installation and training of PSAP call handling equipment and other related systems when required; and</li> <li>5) Coordinating with PSAP authorities on issues involving contingency planning, disaster mitigation, and recovery.</li> </ol>
<b>Easily Recognizable Codes (ERC)</b>	When the second and third digits of an area code are the same, that area code is called an easily recognizable code (ERC). ERCs designate special services (e.g., 888 for toll-free service).
<b>Effective Date</b>	The date by which routing and rating changes within the PSTN must be completed for the assigned thousands-block or CO code; Also, the date by which the thousands-block becomes an active block or the CO code becomes an active code in the LERG <sup>TM</sup> Routing Guide and the NPAC.
<b>EFT</b>	Electronic File Transfer

<b>Eligible User</b>	<p>An "Eligible User" is an entity that:</p> <ol style="list-style-type: none"> <li>1) Demonstrates that it is permitted under applicable law to access p-ANI resources in the area for which the p-ANI resources are sought; <ul style="list-style-type: none"> <li>• A wireless service provider applicant shall provide the NANPA a copy of its FCC license, showing that it is authorized to provide service in the area in which it is seeking resources.</li> <li>• Any entity that requires p-ANIs to comply with any state or federal order and that has been certified as a CLEC by a state shall provide the NANPA a copy of its state certification showing that it is authorized to provide service in the area in which it is seeking resources.</li> <li>• An interconnected VoIP service provider applicant shall provide the NANPA with a copy of its FCC nationwide authorization.</li> <li>• A VPC provider applicant shall provide documentation from the state or the state's general counsel in the form of: <ol style="list-style-type: none"> <li>1. An order of the commission denying certification, with the reason for the denial being that the state does not certify VPC providers, or</li> <li>2. A statement from the state commission or its general counsel that it does not certify VPC providers.</li> </ol> </li> </ul> </li> </ol> <p>The NANPA will then retain this information in its records for that VPC provider's future requests for that specific state.</p> <ol style="list-style-type: none"> <li>2) Has received approval from the 9-1-1 governing authority to route E9-1-1 traffic for termination to a Public Safety Answering Point (PSAP) ;</li> <li>3) Has been assigned a valid Operating Company Number (OCN) ;</li> <li>4) Has been assigned a valid NENA Company Identifier (ID) 1 by the National Emergency Number Association (NENA) ; and</li> <li>5) Self-certifies that it will provide the technical and functional capability to route traffic or provide routing instructions to enable emergency call delivery to a PSAP.</li> </ol>
<b>Emergency Services Interconnection Forum (ESIF)</b>	<p>A standing committee of the ATIS and is the primary venue for the telecommunications industry, public safety and other stakeholders to generate and refine both technical and operational interconnection issues to ensure life-saving E9-1-1 services are available for everyone in all situations. ATIS ESIF enables many different telecommunications entities to fully cooperate and interconnect with each other to determine the best practices and solutions necessary to effectively and promptly deploy E9-1-1 services nationwide. ATIS ESIF's mission is to facilitate the identification and resolution of both technical and operational issues related to the interconnection of telephony and emergency services networks.</p>
<b>Enterprise Services</b>	<p>Functions performed by the NANPA that are outside of the requirements and responsibilities detailed within this document and associated industry guidelines and regulatory orders.</p>
<b>FACA</b>	<p>Federal Advisory Committee Act</p>
<b>FAQ</b>	<p>Frequently Asked Question</p>

<b>FCC</b>	Federal Communications Commission
<b>Feature Group B</b>	A type of access arrangement that provides trunk-side access to the interexchange carrier. FG B callers reach an interexchange carrier's facility for transport of their inter-LATA call by dialing the carrier access code 950-XXXX.
<b>Feature Group D</b>	A type of access arrangement that permits subscribers to presubscribe to or select, on a per-call basis, a specific interexchange carrier for transport of their inter-LATA calls. To use the presubscribed carrier for a call, the subscriber need only dial the destination directory number. To override the terminal's presubscription on a per-call basis and choose an alternative interexchange carrier, 101XXXX + 0 or 1 +10 digits must be dialed.
<b>FCC Registration Number (FRN)</b>	A unique 10-digit number that is assigned to an entity that does business with the Federal Communications Commission. A filer, licensee, certificate holder, or any entity sending payments to the FCC is considered to be doing business with the FCC. The FCC uses the FRN to determine if all of an entity's fees have been paid.
<b>FCC PSAP ID</b>	An FCC assigned identification number that identifies the PSAP name, state, county and city in the FCC Master PSAP Registry. See <a href="https://www.fcc.gov/general/9-1-1-master-psap-registry">https://www.fcc.gov/general/9-1-1-master-psap-registry</a> .
<b>FG A, B, C, D</b>	Feature Group A, B, C, D
<b>FTP</b>	File Transfer Protocol
<b>GUI</b>	Graphical User Interface
<b>IAC</b>	Interexchange Access Customer
<b>IETF</b>	Internet Engineering Task Force
<b>ILEC</b>	Incumbent Local Exchange Carrier
<b>IMG</b>	Issues Management Group
<b>Industry Numbering Committee (INC)</b>	An industry forum operating under the auspices of the ATIS. Its mission is to provide an open forum to address and resolve industry-wide issues associated with the planning, administration, allocation, assignment and use of numbering resources and related dialing considerations for public telecommunications within the NANP area.
<b>IPD</b>	Initial Planning Document
<b>ISP</b>	Internet Service Provider
<b>ITU</b>	International Telecommunications Union
<b>ITU Study Group</b>	Standardization work is carried out by the technical Study Groups (SGs) in which representatives of the ITU-T membership develop Recommendations (standards) for the various fields of international telecommunications. See: <a href="http://www.itu.int/ITU-T/studygroups/">http://www.itu.int/ITU-T/studygroups/</a> .
<b>Knowledge base</b>	A database provided on a support web site programmed with application-specific, self-help information that is constantly being improved, added-to, and updated based on information gathered from use of the application.

<b>LARG</b>	iconectiv® LIDB Access Routing Guide
<b>LATA</b>	Local Access Transport Area
<b>LEC</b>	Local Exchange Carrier
<b>LERG™</b>	iconectiv® LERG™ Routing Guide
<b>LIDB</b>	Line Information Database
<b>LLC</b>	Limited Liability Corporation
<b>LNP</b>	Local Number Portability
<b>MBI</b>	Mobile Identification Number (MIN) Block Identifier
<b>MPC</b>	Mobile Positioning Center
<b>MSA</b>	Metropolitan Statistical Area
<b>MTE</b>	Months to Exhaust
<b>MTTR</b>	Mean Time To Repair
<b>N11 Codes</b>	Service codes, commonly called N11 codes because of their format, are used to provide three-digit dialing access to special services. In the United States, the FCC administers N11 codes, and recognizes only 211, 311, 511, 711, 811 and 911 as nationally assigned (See FCC 05-59). In some states, N11 codes that are not assigned nationally may be assigned locally, provided that these local assignments can be withdrawn promptly if a national assignment is made. The current list of N11 codes can be found on the NANPA web site at: <a href="http://www.nationalnanpa.com">www.nationalnanpa.com</a> .
<b>NAS</b>	NANP Administration System
<b>NENA</b>	A professional non-profit organization, established to promote implementation and awareness of 9-1-1 as the U.S. and Canadian universal emergency number. NENA provides a forum for dialogue between and among public safety and industry partners. NENA serves its members through policy advocacy, establishment of technical and operational standards, certification programs and a broad spectrum of educational offerings.
<b>NENA Company ID</b>	A 3-5 character identifier, which distinguishes the entity providing voice service (e.g., Wireline, Wireless, VoIP, PBX, etc.) to the end user and/or distinguishes the source of the ALI record information (e.g., service provider/reseller/private switch owner). See also <a href="https://companyid.nena.org/default.aspx">https://companyid.nena.org/default.aspx</a> .



<b>Next Generation Interconnection Interoperability Forum (NGIIF)</b>	An industry forum operating under the auspices of the ATIS. The NGIIF addresses next generation network interconnection and interoperability topics associated with emerging technologies. Specifically, it develops operational procedures that involve the network aspects of architecture, disaster preparedness, installation, maintenance, management, reliability, routing, security, and testing between network operators. In addition, the NGIIF addresses issues that impact the interconnection of existing and next generation networks and facilitate the transition to emerging technologies.
<b>NIST</b>	National Institute of Standards and Technology
<b>North American Numbering Council (NANC)</b>	A Federal Advisory Committee established pursuant to the United States Federal Advisory Committee Act (FACA) as amended, 5 U.S.C. App 2. The purpose of the NANC is to advise the FCC and to make recommendations that foster efficient and impartial NANP administration. The NANC advises the FCC on numbering policy and technical issues in areas of responsibility the FCC has entrusted to the NANC, with a focus on examining numbering in the changing, modern world of communications.
<b>North American Numbering Plan (NANP)</b>	The basic numbering scheme for the public switched telecommunications networks in the following 20 countries (formerly known as World Zone 1): Anguilla, Antigua & Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, Sint Maarten, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Trinidad & Tobago, Turks & Caicos Islands, and the United States and its territories (including Puerto Rico, the U.S. Virgin Islands, Guam, the Commonwealth of the Northern Mariana Islands, and American Samoa). The format of the NANP is in compliance with ITU standards as detailed in Recommendation E.164. See 47 CFR §52.5 (d).
<b>North American Numbering Plan Administration (NANPA)</b>	The entity or entities responsible for managing the NANP (47 CFR §52.7 (e)). See also 47 CFR §52.13.
<b>NNS</b>	NANP Notification System
<b>NPA</b>	Numbering Plan Area ( <i>i.e.</i> , area code)
<b>NPAC</b>	Number Portability Administration Center
<b>NPA-NXX-X</b>	A range of 1000 pooled telephone numbers (TNs) within the NPA-NXX, beginning with a station of n000, and ending with n999, where n is a value between 0 and 9.
<b>NPA Overlay</b>	Occurs when more than one (1) area code serves the same geographic area.
<b>NXX</b>	A central office code ( <i>i.e.</i> , the sub-NPA codes in a telephone number, digits D-E-F of a 10-digit number); often referred to as "NXX codes" because they are in the format of "NXX", where N is a number from 2 to 9 and X is a number from 0 to 9.
<b>NRUF Report</b>	Numbering Resource Utilization and Forecast Report

<b>Numbering Resources</b>	NANP Numbering Resources administered and assigned by the NANPA, including, but not limited to: NPA codes, CO codes, thousands-blocks, p-ANIs, 5XX-NXX codes, 900-NXX codes, N11 codes, 800-855 line numbers, Carrier Identification Codes, Vertical Service Codes, and ANI II digit pairs. See also 47 CFR §52.13 (d).
<b>OCN</b>	Operating Company Number
<b>Offeror</b>	The company submitting a proposal response to an RFP.
<b>PA</b>	Pooling Administrator
<b>p-ANI</b>	Pseudo Automatic Number Identification; A 10-digit number used for the purpose of routing an E911 call to the appropriate Public Service Answering Point (PSAP).
<b>p-ANI Range</b>	A contiguous range of p-ANIs assigned by the RNA (e.g., NPA-211-0000 through 0005).
<b>PAS</b>	Pooling Administration System
<b>PCS</b>	Personal Communications Service
<b>PIP</b>	Program Improvement Plan
<b>Ported Telephone Numbers</b>	When a subscriber's Telephone Number (TN) has been ported, using LNP, to another service provider.
<b>POTS</b>	Plain Old Telephone Service
<b>PSTN</b>	Public Switched Telephone Network
<b>Public Safety Answering Point (PSAP)</b>	A facility equipped and staffed to receive 9-1-1 calls
<b>PUC</b>	Public Utility Commission
<b>QA</b>	Quality Assurance
<b>Query</b>	The ability to request and retrieve data stored in the NANP Administration System (NAS).
<b>Rate Center</b>	Denotes the smallest geographic area used to distinguish rating and billing boundaries.
<b>Reassignment</b>	The process of reestablishing the assignment of a thousands-block, which was previously assigned to another SP or to a new SP.
<b>Respondent</b>	A company submitting a proposal response to a Request For Quote (RFQ).
<b>RESTful API</b>	An application program interface (API) that uses HTTP requests to GET, PUT, POST and DELETE data.
<b>RFP</b>	Request for Proposal
<b>RNA</b>	Routing Number Administrator
<b>RNAS</b>	Routing Number Administration System

<b>Selective Router CLLI</b>	An 11-character code assigned to a central office to designate the physical location and area served. Characters 1-4 designate the rate center location, characters 5-6 designate the state code, characters 7-8 identify the central office, and characters 9-11 specify the equipment type. In particular, characters 9-11 will be in a unique format designated for the use of a selective router as determined by iconectiv® Common Language® Location Information Service.
<b>SMS</b>	Service Management System
<b>SP</b>	Service Provider
<b>SPID</b>	Service Provider Identification (ID)
<b>SPOC</b>	Single Point of Contact
<b>STrP</b>	Software Transition Plan
<b>Subcontractor</b>	One not in the employment of the contractor, who is performing designated services and functions contained within this document.
<b>Term of Administration</b>	The contractor's contract shall be for a term determined by the FCC; It shall be the period of time for which these requirements shall apply. At any time prior to the termination of the initial or subsequent Term of Administration, the Term of Administration may be renewed with the approval of the NANPA contractor and the appropriate regulatory authorities.
<b>TFNA</b>	Toll Free Number Administrator
<b>TNs</b>	Telephone Numbers
<b>TRA</b>	iconectiv® Telecom Routing Administration
<b>TRS</b>	Telecommunications Relay Service
<b>TSB</b>	Technical Standards Bureau
<b>U.S. Department of State Study Group A</b>	Study Group A advises the State Department, through the United States Telecommunications Advisory Committee, on issues related to U.S. policy, standardization, regulatory, and competitive aspects of the operations and tariffs of telecommunications services.
<b>User(s)</b>	The Numbering Resource applicants, Numbering Resource assignees, state and federal regulatory organizations, 9-1-1 system service providers, PSAPs and the general public that shall interface with NANPA on all the functions and applications contained with this document.
<b>Vertical Service Codes (VSC)</b>	A customer-dialed code that provides customer access to features and services provided by local exchange carriers, interexchange carriers, Commercial Mobile Radio Service (CMRS), etc. Services include call forwarding, automatic callback, customer originated trace, and many others. The format of a VSC is *XX or *2XX (touch-tone) and 11XX or 112XX (rotary). For example, call forwarding is activated by dialing *72 or 1172.
<b>VoIP</b>	Voice Over Internet Protocol
<b>VPC</b>	Voice over Internet Protocol (VoIP) Positioning Center
<b>Webhook</b>	An HTTP callback that receives notification messages for events



## Appendix B: Interface Contact Information

<b>Current NANPA</b>	<b>TBD</b>
<b>Current Pooling Administrator</b>	<b>TBD</b>
<b>Number Portability Administration Center (NPAC)</b>	<b>Telcordia Technologies Inc. dba iconectiv®</b> Attn: NPAC Service Representative, 8C802H 100 Somerset Corporate Blvd. Bridgewater, NJ 08807 Telephone: 1-844-820-8039 Email: <a href="mailto:LNPA-Acct-Mgmt@iconectiv.numberportability.com">LNPA-Acct-Mgmt@iconectiv.numberportability.com</a> or <a href="mailto:npac@iconectiv.numberportability.com">npac@iconectiv.numberportability.com</a>
<b>BIRRDs/LERG™ Routing Guide</b>	<b>Telcordia Technologies Inc. dba iconectiv®</b> Telecom Routing Administration (TRA-CCC) 100 Somerset Corporate Blvd. Bridgewater, NJ 08807 Telephone: 732-699-6700 or 866-672-6997 Email: <a href="mailto:tra@iconectiv.com">tra@iconectiv.com</a>
<b>Mobile Block Identifier (MBI) Administration</b>	<b>GDIT</b> 3833 Greenway Drive Lawrence, KS 66046 Telephone: 785-331-2323 Email: <a href="mailto:mbiadmin@GDIT.com">mbiadmin@GDIT.com</a>

Contact information is included to facilitate responses by potential bidders and is not intended to endorse the particular organizations listed.

## **Appendix C: Binder of Decisional Principles**

The Binder of Decisional Principles is a compilation of Numbering Rules, Orders, and Industry Agreements. Refer to the NANPA web site for the most current version:

<https://www.nationalnanpa.com/bdp/index.html>.